

LIBRARY SECURITY INVESTIGATOR

LIBRARY SECURITY SPECIALIST

Recruitment #1412-2619NR-001

List Type Original
Requesting Department LIBRARY
Open Date 4/1/2015
Filing Deadline 4/22/2015 11:59:00 PM
HR Analyst Jeff Harvey

PURPOSE

Under the direction of the Security Manager, the incumbent of this position will assist in implementing the overall security program for the Milwaukee Public Library system. Providing security training to contracted security officers and MPL staff members along with assisting in responding to security incidents.

ESSENTIAL FUNCTIONS

- Supports the Security Manager in implementing the overall security program for the Milwaukee Public Library.
- Works with patrons who are causing disruptions in the library or over the phone.
- Provides backup to security officers.
- Investigates and assists with security incidents using Perspective, library security software.
- Writes and submits narrative and statistical reports on investigations.
- Promotes security awareness throughout the system by identifying security training needs and developing security training programs.
- Assists with patrol duties, security services, security officer schedules and billing.
- Conducts security training with contracted security officer services and MPL staff.
- Develops and maintains professional working relationships with law enforcement agencies, public and private security organizations, courts and probation agents.
- As warranted, retrieves delinquent material under consultation with the Security Manager.
- Maintains surveillance system and works with maintenance to ensure proper service throughout the system.
- Conducts interviews during investigations with library patrons and the general public.
- Checks and compares registration/circulation and library security records.
- Documents patron bankruptcy notices and adjusts accounts accordingly.
- Appears in court as needed to provide evidence in legal matters.

CONDITIONS OF EMPLOYMENT

- Position requires rotating work hours including some weekends and evenings.

MINIMUM REQUIREMENTS

1. Three (3) years of full-time investigative experience in a position involving frequent contact with the public. (College credits in law enforcement, criminal justice, or related fields or an Associate's degree in law enforcement may be substituted for up to two years of experience on a year-for-year basis, but at least one year of experience is required.)
 - *Note: If college credit is used to qualify for the position, college transcripts are required and must be received by the application period closing date.*

Library Security Investigator (Library Security Specialist)

College transcripts should be attached to your online application.

Applications without transcripts attached will be considered incomplete and will be rejected.

2. Valid driver's license and availability of a properly insured vehicle at the time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- Supervisory experience.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of proper investigative interviewing practices and methods.
- Knowledge of computer database administration and reporting.
- Knowledge of general law enforcement practices.
- Skill in observing detail.
- Skill with tactfulness and discretion while interacting with the general public during investigations.
- Skill in making insightful judgments and decisions based on available information and evidence.
- Ability to interact with different levels of staff and the general public diplomatically and respectfully.
- Ability to navigate and manage computer databases.
- Ability to analyze data or information and recognize patterns, trends, and problems.
- Ability to listen and understand information presented by others.
- Ability to persuade others and negotiate agreements within parameters given.
- Ability to gather data and then determine and implement the right course of action.
- Ability to communicate information and ideas in orally and in writing so others will understand.
- Ability to work independently to organize, plan, and prioritize work.
- Possess a high degree of integrity.

CURRENT SALARY

The current starting salary is (PR 5IN) \$46,347 annually for City of Milwaukee residents. The non-resident starting salary is \$45,210 annually.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **April 22,2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.