

## **MANITOWOC PUBLIC LIBRARY JOB DESCRIPTION**

Job title: Guard/Custodian  
Reports to: Facilities Manager  
Pay grade: Guard/Custodian  
FLSA status: Nonexempt

### **POSITION OVERVIEW**

Working under general supervision of Facilities Manager, enforces Library's Code of Conduct and maintains security in building and grounds. Performs custodial work as scheduled or assigned. May be assigned to assist in building emergencies or non-routine building maintenance.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

1. SECURITY: Ensures security of buildings, grounds and staff 50-75% of the time
  - a. Enforces the libraries policies and procedures. Either deals directly with or assists and supports other staff when interacting with non-compliant patrons, particularly those that disrupt normal use or operation of the library. When necessary, may contact and interact with law enforcement in resolving problem situations.
  - b. Routinely patrols public areas of the library building and grounds. Courteously interacts with patrons and staff maintaining a friendly, safe and productive environment for all. Will contact service personnel and change of shift guard/custodians for full briefing on prior events.
  - c. Performs security procedures at closing time. Assists with after-hour programs that may require guiding patrons out of the building and re-patrolling the building.
  - d. Uses the library's primary security systems, such as camera surveillance, fire/smoke alarms, fire extinguishers, and intruder alarms.
  - e. Capable in safety/security related procedures, including completing safety and security reports, conflict resolution techniques, phone/PA systems, and all procedures outlined in the library's Emergency & Disaster manual. Maintains up-to-date training in all and is encouraged to seek supplementary training with approval & cooperation with supervisor.
2. CUSTODIAL/JANITORIAL: Maintains appearance of building and grounds 50-75% of the time
  - a. Performs routine custodial tasks, as conditions or scheduling requires.
  - b. Assists in emergency situations that call for immediate and extreme custodial attention, such as vomit, BBP, hazardous materials, or unusual restroom scenarios.
  - c. Performs emergency duties and provides resources needed in times of weather-related issues such as icy conditions, snow removal, mopping of interior entry ways and vacuuming carpets.
  - d. Assists in setting up layouts for library programs or private events.

### **QUALIFICATIONS NEEDED**

#### **EDUCATION/EXPERIENCE:**

- High School Diploma; or enrollment in high school with passing grades in current classes; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities

- Must be at least 18 years old.
- *Preferred:* Three to five years related experience

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Strong verbal and written communication skills
- Ability to represent the Library in a responsible, professional and trustworthy manner
- Ability to adapt to changes in the work environment
- Ability to maintain a calm demeanor under stressful or unsettling circumstances
- Ability to follow detailed verbal and written instructions
- Ability to work independently with minimum supervision
- Ability to work efficiently while paying close attention to detail
- Ability to multitask and prioritize
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public
- Ability to meet the flexible scheduling needs of the Library
- General mathematics skills
- Ability to perform minor repairs on maintenance equipment
- Must be adept and knowledgeable in the use, performance, and application of cleaning chemicals and tools
- Basic general computer skills, including keyboarding, word processing and email
- Ability to use library and general office equipment, including computer, printer, photocopier, and telephone

#### **PHYSICAL DEMANDS**

- Have the physical capacity to navigate a complete patrol circuit in a timely and efficient manner under normal circumstances. Security is expected to make at least 2-3 circuits per hour as time and other duties allow.
- Physical capacity and ability to effectively operate and maneuver numerous and varied janitorial tools and equipment.
- Physical ability to perform routine cleaning assignments within the perimeters of scheduled shift.
- Physical ability to operate and manipulate meeting room equipment and furniture.
- Physical ability to lift or carry objects weighing 50 pounds. Capacity to push or pull carts that may weigh more than 150 pounds.
- Visual capacity, including close, distance, color, peripheral, depth, and focus vision.

#### **EXPECTATIONS**

1. All employees are expected to uphold public library ethics and values, keeping information about patrons and their use of the library confidential, and treating every patron with professionalism and dignity.
2. All employees are expected to follow the policies and operating procedures established by the Library Board, Library Director, and supervisors.
3. All employees are expected to help other library staff members with the same commitment as library patrons. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.

4. All employees are expected to be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. All employees are expected to represent the Library positively and behave appropriately.
6. All employees are expected to take responsibility for his/her own behavior and holds themselves and each other accountable for the Library service commitment.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The Manitowoc Public Library Board of Trustees retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The Manitowoc Public Library is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The Library will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Revised: February 2018

Board Approved: \_\_\_\_\_