

JOB TITLE: Building & Security Services Manager

DEPARTMENT: Building & Security Services

REPORTS TO: Library Director

CLASSIFICATION: Exempt, Group 9

**OBJECTIVE:**

Oversees all aspects of the Building & Security Services Department including operations, personnel, materials, and budget. Serves on the Library's management team and participates in strategic planning and policy development. Implements the Library's strategic plan, ensuring that the Building & Security Services Department upholds the Library's mission, vision, and values.

**DUTIES:**

1. Plans, directs, coordinates, and reviews work of the Building & Security Services Department, which includes maintenance and security staff. Maintains written procedures and suggests improvements.
2. Interviews, hires, trains, supervises, disciplines and evaluates up to ten staff members.
3. Prepares the annual Department budget, and under the supervision of the Library Director, oversees all Department expenditures and contracts.
4. Prepares and assists with the competitive bid process for Department equipment and materials.
5. Manages, evaluates, and maintains Library facilities, including HVAC, electrical, plumbing, elevators, life safety, library vehicles, and housekeeping services. Schedules preventative maintenance visits, service repairs, and safety inspections. Ensures OSHA compliance. Liaises with the City of Des Plaines to safely maintain the parts of the facilities under the City's control, such as the building exterior, Library Plaza and the adjacent parking garage.
6. Uses and develops life cycle plans for essential equipment.
7. Creates and executes a comprehensive maintenance program, including up-to-date records of repairs and replacements.
8. Identifies and responds to urgent Library facilities problems. Arranges or personally takes immediate corrective action 24/7. Serves as first person in Department for emergency notification calls.
9. Performs first level mechanical repair and preventive maintenance as needed.

10. Manages all security, emergency, and non-emergency issues involving patrons and library staff.
11. Trains all Building & Security Services staff on proper security procedure. Creates security procedures and security records system.
12. Serves as security monitor as needed.
13. As a member of the Management Team, participates in overall planning of Library strategic goals, policy and safety manuals.
14. Pursues professional development opportunities including attendance at workshops, webinars and professional meetings.
15. Serves on library and community committees.
16. Compiles statistical data and creates reports.
17. Creates and maintains a welcoming environment for patrons and staff.
18. Performs other duties as assigned.

#### MINIMUM QUALIFICATIONS:

1. Two years college.
2. Five years experience in facilities management.
3. Two years experience in security services.
4. Three years supervisory experience.
5. Valid Illinois driver's license.
6. Available to work nights and weekends.
7. Available to respond to emergency calls after hours.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Considerable ability to establish and maintain effective work relationships with staff and patrons.
3. Ability to lead a team and work as a member of a team.
4. Considerable ability to set priorities, make independent decisions, and exercise discretion with patrons and staff.
5. Considerable knowledge of the methods, materials and equipment used in custodial and building maintenance work.
6. Considerable knowledge of HVAC, electrical, plumbing, and fire protection systems.
7. Knowledge of current safety and security practices.
8. Knowledge of pertinent tools, equipment and supplies used in building maintenance.
9. Considerable ability to handle multiple and simultaneous tasks.
10. Considerable ability to remain calm in difficult situations.

11. Considerable knowledge and skill in the use of appropriate technology including Microsoft Office 360.
12. Skill in written and spoken communication.
13. Willingness to learn new skills.

#### TOOLS/EQUIPMENT USED:

Computer-based interfaces to HVAC controls, lighting, DVR, building access, maintenance ticketing, and other critical systems. A variety of hand and power shop tools, including, but not limited to, snow blower, power washer, carpet extractor, vacuum cleaner, mops, and brooms.

#### PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to climb ladders and stairs, balance, stoop, bend, lift and operate all equipment necessary to complete custodian assignments.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to walk; use hands to finger; handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 50 pounds. The employee must transport/move up to 150 pounds of library materials from one library location to another. The employee will be required to lift, set up, and take down meeting room tables and chairs.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

The noise level in the work areas varies. Sometimes exposed to heights, wet or humid conditions, fumes, airborne particles and toxic cleaning chemicals.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability

as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Revised and Approved 11/21/06

Revised and Approved 08/21/07

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