

Title: Monitor Team Lead

Grade: 5

Average Weekly Work Hours: 25

FLSA Classification: Non-Exempt

The Indian Trails Public Library District (ITPLD) is seeking a Monitor Team Lead to join our team! We are looking for an individual who excels in customer service, can think on their feet and remain calm in a variety of situations. The Monitor Team Lead works to maintain a safe and pleasant environment in the library for the benefit of all library members and staff.

This position is a part-time opportunity with an average workweek of 25 hours. These hours are a mix of days, nights, weekends and holidays.

Our team is committed to the library's vision of inspiring individuals, engaging communities and enriching lives every day.

Some of the Key Duties Include:

- Provide a proactive customer service presence in the library by greeting everyone in a professional manner, striving to de-escalate tense situations and answering directional questions.
- Respond promptly to all fire, security, or other building alarms to determine cause and take appropriate steps to ensure the safety of public, staff, and library assets.
- Respond to incidents involving violation of library policies and collaborate with other staff members as needed.
- Make routine inspections inside and outside the perimeter of the library checking and/or locking doors, looking for safety or security problems and being attentive to potential situations to ensure building security.
- Observe patron behavior and address problems as needed using library policies and guidelines as a reference while also maintaining a positive image of the library.
- Complete accurate incident reports.
- Participate in coordinating the closing of the library to the public at the end of the day or during emergencies.
- Create monthly monitor schedule under Circulation Manager's guidance.
- Makes recommendations for and assists in establishing procedures related to library safety and security.
- Assists with training related to library safety and security.

Qualifications:

- Associates Degree with relevant experience or equivalent combination of education and experience.
- Excellent customer service skills to be able to work with the public in a positive manner with interruptions and during stressful (emergency) situations while maintaining confidentiality.

- The ability to communicate effectively both verbally and in writing, use good judgment in the decision making process, and work both independently and as part of a team.
- Ability to stand and move about the library and for long periods of time, inside and outside.
- Ability to read computer screens, manipulate a mouse, type, communicate by telephone and on a walkie talkie.
- Must have reliable transportation and be able to work days, evenings, weekends, and holidays.

Hourly rate of \$15.23/hour. This position is eligible for pro-rated vacation and sick time and IMRF participation.

To apply, send resume via e-mail to HR at hr@itpld.org Please include the job title in the subject line. No phone calls please.