

**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](mailto:hr@itpld.org) Please include the job title in the subject line. No phone calls please.