



JOB DESCRIPTION

Security Compliance Officer



Division: ADMINISTRATION	Primary Location: Main	Union: N/A
Classification:	Paygrade: 28	\$23.11 - \$28.09
FLSA Status: Non Exempt	Full-time	Last Revised: January 2026

GENERAL STATEMENT OF DUTIES

The Library Security Compliance Officer will report to the Manager of Community Resources. Work involves all operations related to the safety and security of the Main Library branch and grounds of use by staff, patrons, and visitors. This position will patrol and secure assigned premises, as well as identify risks to staff and patrons. The ideal candidate will possess excellent interpersonal, communication, and customer service skills, and have experience working with diverse populations in an urban community. This position includes night and weekend shifts.

Bilingual applicants are encouraged to apply

DUTIES AND RESPONSIBILITIES

ESSENTIAL ELEMENTS

- Maintain high visibility by patrolling public areas to maintain order, deter inappropriate behavior, and assist the public by ensuring a safe, and comfortable environment
- Work closely with the staff and Supervising Librarian to enforce the Patron Behavior Policy
- Engage proactively with patrons to address issues in order to quickly diffuse situations and minimize disruption
- Discuss infractions or violations with patrons, assesses appropriate actions, and escorts patrons from premises when necessary
- Act as the first point of contact for library staff when they have questions or concerns about security or security incidents, often needing immediate assistance
- Assist with serving and enforcing No Trespass Orders issued by the Worcester Public Library
- May render first aid in medical emergencies
- Stay informed on available resources for social services in the Worcester area and shares with patrons as needed
- Prepare incident reports and establishes and maintains files on daily activities and administrative matters
- Assist Librarian in Charge and building custodians with closing the building by clearing all public floors and remaining until all patrons have exited
- Contribute to creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort
- Participate actively in staff development and training opportunities
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibilities
- Work and travel to multiple locations as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to act calmly and with composure in difficult situations
- Familiarity with issues pertinent to individuals and families struggling with poverty, food insecurity, homelessness, substance abuse and mental health disorders
- Ability to proactively diffuse and deescalate situations
- Ability to work with minimum supervision
- Ability to prepare meaningful, concise and accurate reports
- Ability to define problems, establish facts and draw valid conclusions
- Ability to address and resolve conflict equitably, seeking common ground and cooperation when possible.
- Ability to learn and use handheld radios and operating communication systems
- Must possess excellent observation skills, focus, and attention to detail in order to identify threats quickly
- Excellent customer service, interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
- Strong commitment to consistent excellent customer service to a diverse population in an urban environment
- High level of professionalism and commitment to the organization
- Embrace opportunities to learn in a fast-paced changing environment
- Ability to work independently and as part of a team
- Ability to learn and use library technologies
- Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling
- Regular on-site attendance is required
- Ability to create positive working relationships with a diverse staff
- Ability to maintain confidentiality

BACKGROUND REQUIRED

MINIMUM REQUIREMENTS

- High School Diploma or equivalent
- Demonstrated experience in security, public safety, public service, corrections, and social services.
- Ability to successfully pass CORI/SORI check
- Ability to travel to required locations in a timely manner
- Ability to pass a writing assignment at interview

PREFERRED QUALIFICATIONS

- Experience in application of security policies, procedures and practices
- Two (2) years of demonstrated experience in security, public safety, public service, corrections, and social services.
- One (1) year of experience or training in performing de-escalation techniques
- Two (2) years of customer service experience in an urban or public setting

PHYSICAL REQUIREMENTS

- Ability to walk, stand and move for long periods of time
- Ability to push book carts and bins loaded with library materials
- Ability to reach and retrieve books at high and low shelf heights
- Ability to perform bending, stooping, lifting, pushing and twisting
- Ability to perform repetitive hand and arm motions for prolonged periods of time.
- Ability to move or lift up to 50 lbs.

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA's "Core Competences of Librarianship" <http://www.ala.org/educationcareers/careers/corecomp> as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community.

To apply, please visit: www.worcesterma.gov/employment or send resume and cover letter on or before **OPEN UNTIL FILLED, applications received prior to or on FRIDAY, JANUARY 23, 2026, will receive preference.** Preference is given to Worcester residents. To: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply. Direct inquiries to: City Hall Human Resources, 508-799-1030, HR@Worcesterma.gov.**