

TOWN OF LOS GATOS

CLASSIFICATION SPECIFICATION FOR: LIBRARY COMMUNITY SERVICES OFFICER INTERN

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Revised October 25, 2015

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Classification specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

The Los Gatos Library exists to foster curiosity and community connection. The Library Community Services Officer Intern focuses on outreach and security duties for the Library and the Police Department.

The job specification identifies the foundational duties performed, as well as the knowledge, skills, and abilities required for this position.

DISTINGUISHING CHARACTERISTICS

Incumbents work with minimal supervision, reporting to two departments (Library and Police); requires the use of discretion, independent judgment, and problem-solving skills.

ESSENTIAL FUNCTIONS STATEMENTS

Essential responsibilities include the following major categories of work. The examples are intended to be representative and not inclusive of all activities required of the position.

1. Patrols library floors and exterior of the building for the purpose of enforcing and preventing violations of applicable codes and ordinances and for the purpose of reporting unsafe conditions, incidents of vandalism, and other related conditions
2. Assists in enforcing Library rules and assists Library staff with conduct, safety and security concerns in a manner that de-escalates problems in a safe and appropriate manner.
3. Provides a direct link to the police department by requesting officers for reports or incidents as needed
4. Recalls detail and accurately recreates witnessed events, conversations or readings and records those recreations in written and/or oral form
5. Conducts outreach to community members in regard to safety and security matters related to the Library
6. Maintains and distributes police department brochures and other information
7. Answers questions from Library users and members of the public
8. Communicates issues or concerns to Library or Police staff as necessary and performs related duties as assigned
9. Interprets and applies oral or written materials/instructions and applies that data correctly to practical circumstances

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10. Engages with library patrons and receives feedback regarding the library experience
11. Works extensively with teens, engaging in conversation and building positive relationships
12. Assists with marketing and outreach of library and/or police events
13. Tracks and logs daily incidents and tasks & provides feedback on improvements and efficiencies as related to this position
14. May be assigned to participate in Library and other Town committees
15. Performs related duties and responsibilities as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Knowledge of Library Strategic Plan, Customer Service Values, and general positive customer service techniques
- Los Gatos-Monte Sereno Police Department Vision
- Knowledge of safe work practices
- Knowledge of common computer applications such as email and internet searching

Skills:

- Skills in listening attentively
- Skills in communicating effectively with diverse community members and colleagues
- Skills in applying observational techniques to recognize customers in need of assistance and respond proactively
- Skills in applying problem-solving techniques to new situations
- Skills in de-escalating difficult customer interactions
- Skills in maintaining focus and discipline
- Skills in maintaining neutrality

Abilities:

- Ability to effectively provide service to colleagues and customers
- Ability to effectively promote the usage of library facilities, services, and collections
- Ability to logically define problems and reach valid conclusions for solving them in a library setting
- Ability to work irregular hours, including nights and weekends
- Ability to maintain effective working relationships with those contacted in the course of work
- Ability to work effectively and courteously with all members of the public, including people of diverse cultural, ethnic, and socio-economic backgrounds
- Ability to organize materials and keep accurate records
- Ability to communicate effectively and carry out oral and written instructions
- Ability to learn and apply library policies and procedures, including circulation policies and customer service values

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MINIMUM QUALIFICATIONS:

Position	Education	Experience
Community Services Officer Intern	<ul style="list-style-type: none">• Completion of High School• Enrollment or completed coursework in a criminal justice degree program is highly desirable	<ul style="list-style-type: none">• One year of work experience requiring public contact and interpretation of general rules and regulations.• Experience assisting or volunteering in a municipal Police department is highly desirable.

Additionally, this position requires a background free of any felony convictions and with a demonstrated personal history of being able to live within the law.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Employees must be able to maintain the physical condition necessary for performing the assigned duties, which may include sitting or standing for extended periods of time. Employees must be able to remain alert and coherent and to take or to decide between alternative courses of action under routine, highly stressful, or environmentally difficult conditions.

Employees work mainly indoors, in direct contact with other Town personnel and the public, without close supervision.

REPRESENTATION

“At-Will”/Unrepresented