

Job Posting

Security Operations Assistant

Competition #: NU-2026-01

Position Type: Thirty-five (35) hours per week

Schedule: Weekdays/Evenings/Weekend Rotation

Salary: \$27/hour

Closing Date: Open Until Filled

Working with the Thunder Bay Public Library and the Community

POSITION DESCRIPTION

POSITION TITLE	Security Operations Assistant
CLASSIFICATION	Non-Union
REPORTING RELATIONSHIP	Director of Resources

PURPOSE:

In this role, you will be responsible for proactively maintaining the safety and security of the Library's properties, facilities, and assets. This role involves patrolling assigned areas, monitoring security systems, and responding to incidents to ensure a safe environment for employees, patrons, and the public.

ACCOUNTABILITIES:

1. Conducts substantial foot patrols of assigned areas, including buildings, washrooms, exterior property, parking lots, and public spaces, to deter and detect security threats or breaches.
2. Monitors security systems, including surveillance cameras, and alarms.
3. Interacts with various members of the public, offering support, general information and direction as required with empathy and respect.
4. Assesses any situations and concerns related to unauthorized individuals on properties by enforcing policies calmly and professionally and ensures that all interactions are handled in accordance with relevant laws, procedures and guidelines.
5. Utilizes effective de-escalation techniques to proactively manage and resolve conflicts or aggressive behavior.
6. Documents and reports incidents, irregularities and daily activities accurately and consistently
7. Assists and provides support to staff when dealing with incidents.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Additional duties, responsibilities and activities may be assigned from time to time as necessary.

MASTERY:

The position requires:

1. Minimum educational requirement is a high school diploma or equivalent.
2. A valid Provincial Security License.
3. Additional training or certification in security, law enforcement, or related fields is preferred.
4. Minimum three (3) years of experience in security or a related field.
5. Strong observational skills, and verbal communication.
6. Strong familiarity with the security needs and hazards associated with public spaces including site-specific risks, hazardous material safety, and emergency procedures is an asset.
7. A background in military or law enforcement will be advantageous, providing discipline, and tactical expertise in security management and situations.
8. Proven ability to manage stressful situations effectively.
9. Current First Aid and CPR certification and Naloxone Certification is an asset.
10. Must undergo a successful Criminal Record Check.

Application Information:

Please submit your cover letter and resume at your earliest convenience to kgunn@tbpl.ca. As the competition is open until filled, interviews will take place as soon as the number of qualified candidates meets the threshold that we have determined to conduct interviews.

Other Information:

For more information on the Thunder Bay Public Library, please visit our website at: <https://www.tbpl.ca/>

The TBPL is committed to employment equity and diversity in the workplace and welcomes applications from visible minorities, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity.

The personal information obtained under this job posting is collected under the authority of the Public Libraries Act, 1984 and will be used to assess qualifications of applicants. Questions about this collection should be directed to the Chief Executive Officer.

The Thunder Bay Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within

our recruitment process, if you require accommodation at any time throughout the recruitment process, please contact the HR Manager.