

Position Opening

Title: Branch Assistant

Date Posted: May 13, 2021

Rodman Public Library is seeking applicants for a Branch Assistant. This is a part-time position for 20 hours per week with a starting pay of \$10.00 per hour. The successful candidate must have the ability to work a flexible schedule, including evenings and weekends.

Qualifications:

- High school diploma or GED
- Ability to work a flexible schedule, including evenings and weekends
- Previous customer service experience preferred

Job Responsibilities: The Branch Assistant provides public service at the Branch Circulation desk, efficiently and effectively assisting patrons and addressing concerns in a professional, courteous manner and performs related clerical duties. Essential to this position are exceptional customer service and communication skills, a sincere desire to provide excellent service to all library patrons, a willingness to be solution-driven in order to provide patrons access to library services and resources, and the ability to multi-task and prioritize work effectively. Other duties may be assigned as needed.

Applications are available at Rodman Public Library, 215 E. Broadway St., or at the Rodman Branch Library at 1808 W. State St. (in the Buckeye Marketplace Plaza next to Giant Eagle). Please return completed applications to either library location, or email your completed application to etaggart@rodmanlibrary.com with the subject "Employment Application." No phone calls please.

Branch Assistant

Job Summary: The Branch Assistant provides public service at the Branch Circulation desk, efficiently and effectively assisting patrons and addressing concerns in a professional, courteous manner and performs related clerical duties.

Supervised by: Branch Manager

Responsibilities and Duties:

- Participates in the routines of the department, providing circulation service at the desk and by telephone
- Personally greets patrons and answers phone calls in a friendly and professional manner
- Revises, sorts, and cleans returned library materials
- Provides directional and basic informational services
- Assists patrons in locating materials, placing holds on items as needed
- Explains the use of the library, library materials, and library equipment to patrons
- Responds to patron concerns through resolution or referral as appropriate
- Shelves materials as needed
- Maintains up-to-date knowledge and skills related to circulation services through professional reading and monitoring appropriate listservs, attendance at continuing education workshops and conferences, staff meetings and staff development activities
- Helps in other circulation areas and library departments as needed

Qualifications:

- High school diploma or GED
- Previous customer service experience preferred
- Ability to work a flexible schedule, including evenings and weekends

Knowledge, Skills, and Abilities:

Exceptional customer service skills, with a sincere desire to provide excellent service to all library patrons and a willingness to be solution-driven in order to provide access to library services and resources

- Excellent written and oral communication skills
- Competent computer, internet, and keyboarding skills
- Proficient in planning and prioritizing work, with excellent multi-tasking skills
- Demonstrates poise and maintains composure in all situations
- Knowledge of adult materials in all formats
- Complete understanding of circulation procedures
- Thorough knowledge of library policies and procedures
- Ability to maintain effective working relationships with staff and supervisors
- Self-motivated to see and do the work that needs done with little or no supervision
- Knowledge of the Dewey Decimal System and ability to alphabetize with great accuracy

- Strong attention to detail, even when performing tedious and repetitive tasks
- Ability to maintain flexibility, including the willingness and ability to learn new technology, techniques and methods
- Physical agility and stamina to lift 20 pounds, bend, stand and walk.
- Ability to provide own transportation in fulfillment of job duties

Note: The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list of duties. Additional duties may be assigned. The position is non-exempt under the Fair Labor Standards rules.

Date: November 16, 2018