

Job Description

Troy-Miami County Public Library

Job Title: Public Services Associate

Department: Public Services

Immediate Supervisor: Public Services Senior Manager

Status: Part-time, non-exempt

Job Description

Under the general direction of the Public Services Senior Manager, this position provides excellent customer service by assisting in the day-to-day operation of the public services.

Responsibilities

- Assist in day-to-day procedures of the public services department.
- Providing customer service to library patrons. This includes issuing library cards, collect fees, and assisting with opening and closing procedures.
- Checking materials in and out and performing other general circulation tasks
- Assist with opening and closing procedures as needed.
- Basic cleaning of public and staff areas.
- Instruction of patrons on the online card catalog, the Internet, databases, self-check machines, MeeScan app, and other library equipment.
- Must be able to follow safety procedures and policies, including those for COVID-19.

Qualifications

- High school diploma or equivalent. Experience in a library setting and/or completion of some college courses desirable.
- Knowledge and appreciation of library materials, including digital services. Ability to meet and serve the public effectively with the resources available in the library.
- Ability to handle confidential information with discretion and remain calm in stressful situations.
- Excellent computer skills including troubleshooting, using the ILS, MS Office, and the Internet required.
- Excellent interpersonal, communication, budgeting, and analytical skills. A strong service ethic, customer service skills, presentation skills, training skills, leadership, community engagement, and communication skills are essential.
- Ability to meet, speak with, communicate, and work cooperatively and effectively with other library staff, professionals in the field, and patrons.
- Ability to alphabetize and file.
- Must be able to work nights and weekends.

Physical Demands and Working Conditions

- Ability to operate standard office equipment, daily.
- Ability to stand for extended periods of time, occasionally.
- Ability to lift and move a minimum of 40 pounds, occasionally.
- Ability to push book trucks with materials on them, occasionally.
- Ability to perform repeated reaching, bending, climbing and squatting, daily.
- Ability to work in a team setting.
- Requires availability for extended hours as needed, including nights and weekends.
- Requires regular participation and attendance at events and trainings
- Requires ability to travel to off-site locations, occasionally.

Position Requirements

- Attendance and reliability: Demonstrates reliability by arriving to work, meetings and appointments on time and by completing assignments in expected time frames.
- Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library in an appropriate manner when dealing with staff, managers, vendors, contractors, colleagues, and members of the public.
- Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position.
- Teamwork: Exhibits a willingness to work in a team-oriented environment. Demonstrates pleasant communication skills and supports others in the completion of library operations.
- Organizational Ethics: Maintains a high level of ethics, integrity, and confidentiality. Follows all library policies and procedures.
- Technical Skills: The ability to perform necessary tasks, and provide assistance to patrons, using a variety of technologies.
- Safety/Security: Observes safety and security procedures. Promptly reports potentially unsafe conditions. Operates and uses equipment and materials properly. Satisfactory completion of background check.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Troy-Miami County Public Library is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances. Troy-Miami County Public Library's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.

By signing below, I signify that I understand the responsibilities of the position of public services associate, meet the minimum qualification, and am capable of meeting the required duties:

Employee Signature

Date