

Troy-Miami County Public Library is looking for a Public Services Associate to assist patrons in the community. This is part-time position, working approximately 30 hours per week, reporting to the Public Services Senior Manager.

The starting salary is \$13 hour. In addition, the library will pay 8.5% of your 10% OPERS contribution. Schedules will include daytime, evening, and weekend shifts for approximately 30 hours a week. Additionally hours are available as a substitute. Submit an application, available on our website, to [dmoody@tmcpl.org](mailto:dmoody@tmcpl.org). Application and full job description can be found at [tmcpl.org](http://tmcpl.org). Job closes on October 15, 2021. Early submissions are encouraged.

### **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 operations serving the public.

### **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 programming for children, teens, and adults.
- 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.