PUBLIC SERVICE ASSOCIATE DOMONKAS BRANCH

PART-TIME 29 HOURS

GRADE UH

**Basic Function:**

Performs a variety of standard clerical and paraprofessional duties in the public library system.

**Distinguishing Features of the Class:**

This classification requires a knowledge of library methods and techniques as well as the ability to perform basic trouble-shooting on various technologies.  The classification requires the application of elementary principles of library and information science within a limited scope.  The distinguishing features of this class include: direct public service, circulation, and information responsibility, trouble shooting customer and library technology as part of the customer service transaction, and promoting library services and programs. Public Services Professionals, Librarians, and/or Managers are available for assistance with difficult customer service requests, problems, or situations.

**Characteristic Duties and Responsibilities:**

* Performs circulation and automated workflow functions.
* Answers basic informational questions and refers more difficult questions to Public Service Professionals and Librarians.
* Assists customers with and troubleshoots basic technology and virtual services.
* Promotes and maintains a thorough knowledge of library services and programs.
* Provides assistance with programming set-up and preparation.
* Processes, inspects, and repairs materials.
* Monitors and suggests corrections to the online catalog.
* Represents the library at outside events.
* Attends meetings, workshops, and training events and serves on committees, to aid in career development.
* Assists Public Service Professionals and Librarians with the preparation of displays.
* Assists with training new staff.
* Performs a variety of clerical functions as needed.
* Resolves problems and responds to complaints.

**Knowledge, Skills, and Abilities:**

Excellent customer skills required.  Knowledge of library services and ability to learn basic library science techniques.  An ability to assess and meet patron needs.  Most be team-focused, flexible, and willing to provide service to all ages. Must be inquisitive and eager to learn new things.

**Education, Training, and Experience:**

Requires a high school education or equivalent and up to 6 months of related experience or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

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|  **OTHER:** Part-time position, 29 hours/week. $16.988/hour. Excellent benefits. Schedule may include daytime, evening and weekend hours (including Sundays), and may include six-day workweeks and split shifts.  CLOSING DATE FOR INTERNAL: July 17, 2022CLOSING DATE FOR EXTERNAL: Open Until Filled |