**Public Library of Mount Vernon and Knox County**
201 N. Mulberry St. Mount Vernon, OH. 43050

Posted 10/14/22: **Library Technical Education Assistant**

**Minimum Qualifications:**

* US Work authorization (Required)
* High School or equivalent (Preferred)
* Customer Service: 1 year (Preferred)

**Full Job Description:**
Library Technical Education Assistant
This is a 20 hour per week position, which will require a flexible schedule, including working some nights and Saturdays. $15.51 an hour.

**Job Type:** Part-time

**Position Description:**
Under the general supervision of the Head of Reference, the candidate will be required to offer one-on-one basic technology instruction by appointment, as well as spend a number of hours a week on the adult floor to help patrons with computer and other mobile device questions. The optimal candidate will offer a patient and pleasant customer service experience while helping patrons navigate and learn basic computer, internet and other mobile device skills. Travel to other branches may be required. Other duties will be assigned according to the library's needs.

**Required:**

* High school diploma or equivalent.
* Must be eligible for lawful employment in the U.S.
* Must be able to work a flexible schedule, including evening and weekend hours.
* Must be able to occasionally lift 15-25 pounds.
* A valid driver's license and access to a reliable vehicle.
* Able to read and write effectively and to use language effectively in written and oral communication.
* A strong commitment to quality customer service.
* Successful completion of a background check.
* Competency with commonly used library related websites, productivity software, and digital resources.
* Must be able to provide a patient and pleasant patron experience. .
* Knowledge of how to operate computers and other mobile devices.

**Typical Duties:**

* Provides one-on-one basic technology instruction to patrons
* Helps Reference and Circulation with technology education related questions
* Schedules appointments with patrons for technology help
* May be asked to travel to branches for an appointment
* Provides quality customer service and other duties related to tech education.

Please submit a resume and complete an application (available in person or download online); the resume and application can be returned in person to the Circulation desk at the Main branch in Mount Vernon or emailed to library@knox.net) Applications will be accepted until the position is filled.