

LIBRARY ASSISTANT, ADULT SERVICES

Do you enjoy providing top-rated customer service? Do you want to be part of an all-star team providing a valuable resource to the community? We have an opening for one full-time Library Assistant II in Adult Services at the Cuyahoga Falls Library. The full-time position is scheduled 37.5 hours per week plus benefits. The pay is \$14.40/hour.

Job Overview

- Providing information and reader's advisory service in person, over the telephone, by email, and by chat.
- Assists in creating and executing library programs and events.
- Assists and instructs the public in the use of the library's collection and equipment.
- Demonstrates an interest in and ability to use and troubleshoot technology while helping patrons in the Makerspace and at the information desk.
- Enforces policies and procedures regarding safety, training, and access to the Makerspace.
- Provides consultative technical and training support and services to computer and Makerspace users.
- Acts as a mentor by connecting patrons and staff with information, tools, and resources to pursue their passions.
- Assists patrons with various machinery, including 3D printers, die-cut machines, VHS to DVD converter equipment, button makers, etc.

Minimum requirements: Bachelor's degree required.

Essential Functions of the Position

- Performs information desk and Makerspace duties for customers of all ages.
- Ability to communicate effectively, orally, and in writing.

- Enthusiastic about excellent customer service for internal and external customers.
- Willingness to explore and research solutions to software and hardware problems as they arise.
- Confidence, experience, and ability to instruct in the use of various forms of technology, including digital devices.
- Cooperative, flexible, optimistic, and positive attitude.
- Work well independently and as a team member.

Core Competencies

- Basic Computer Use/Hardware knowledge
- Problem-Solving
- Communication
- Customer Service

Position Type and Expected Hours of Work

We are looking for a customer-focused self-starter: excellent oral and written communication. The candidate must be excited about the prospect of growing and learning in a changing environment.

The successful candidate will be knowledgeable on library operations, see the big picture and understand when to jump in and help in different areas. Teamwork skills and communication skills are critical.

This position works a variety of daytime, evening, and weekend hours. The pay rate is \$14.40. The position is open until filled.

If you are interested in this exciting opportunity, email:

employment@fallslibrary.org or mail to Cuyahoga Falls Library, 2015 Third Street, Cuyahoga Falls, OH 44221 a resume or application (available at <https://fallslibrary.org/about/careers/>).