Position Title: Substitute Library Assistant
Level/Status: 6/Non Exempt
Beginning Pay: $12.92, hourly
Pay Range: $12.92- $17.45, hourly
Agency: Human Resources, Main Library
Location: Various Branch Locations

Education and Experience:
- High school diploma or equivalent required.
- Cash register experience.
- Previous work experience in a public library and/or retail preferred.

Hours:
- This is an “On Call” position, with no regularly scheduled hours. The person will be asked to work at least one four or eight hour shift (mornings, afternoons or evenings, on weekdays, Saturdays, or Sunday afternoons), per bi-weekly pay period.

Requirements:
- Bilingual (Spanish and English), strongly preferred.
- Willingness to adapt to changes in the work environment.
- A strong commitment to excellent and genuine customer service.
- Excellent oral and interpersonal communication skills.
- Strong competence and experience using and troubleshooting computers, software, office equipment, and mobile devices. Advanced knowledge of Internet browsing, Microsoft Office, Google Suite, and Windows and Mac OS.
- Physical agility and strength to bend, reach, and carry library materials (20-25 lbs.)
- Maintain patron and staff confidentiality.
- Dependability, punctuality, and good work habits.

Ability to:
- Work harmoniously and cooperatively with co-workers and patrons.
- Problem solve in a professional manner with Library patrons and co-workers.
- Work independently and as a team player.
- Work patiently and creatively with all ages.
- Communicate and interpret the Library’s services, philosophy, and policies to customers in a courteous, friendly, and positive manner.
- Learn the Library’s automated system, the Internet, on-line databases, as well as self-service technology.
- Personal transportation and telephone.

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Essential Job Duties

Provides Customer Service assistance to patrons. Under the direction of the Human Resources Manager, the Substitute Library Assistant will:

1. Provide hands-on customer service at the Help Desk.
2. Assist patrons with use of the Library's public computers, and Library supported software.
3. Assist patrons with directional, basic collection, and Library account questions.
4. Actively participate in training.
5. Assist with various projects under the guidance of the Agency/Department Manager.
6. Perform other similar duties as assigned.

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Signature                  Date

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