

Job Title: Adult & Teen Services Assistant I

Direct Supervisor: Adult/Teen Services Manager

Job Classification: LG1

FLSA Status: Non-Exempt

Core Functions:

- Effectively assist patrons in the use of the Library
- Proactively provide Reference and Reader's Advisory services to patrons
- Develop, plan, and implement instructional classes and informational/recreational programs for the public
- Help and instruct patrons in the use of Library equipment, technology, and services
- May develop and maintain assigned sections of the Library collection
- Monitor patron behavior on Library property and enforce Library policies
- May participate in Library community outreach, including initiating and maintaining community contacts and planning and implementing appropriate programming
- Other related duties as assigned

Knowledge and Skills:

- Familiarity with and/or ability to learn Library methods, techniques, technology, and databases
- Presentation skills and ability to engage with both live and virtual audiences
- Knowledge of Library materials in broad subject areas
- Ability to effectively multitask while providing a high level of customer service
- Ability to interact with a diverse public and staff effectively, using tact and good judgement
- Technology skills, including but not limited to Windows, Microsoft Office Suite, various web browsers, and social media
- Ability to follow directions and complete assignments in a timely fashion
- Ability to organize tasks and make responsible decisions, and to work with minimal supervision

Qualifications:

- Bachelor's Degree from an accredited college or university
- Experience working with the public and a proven record of providing excellent customer service
- Strong oral and written communications skills
- Computer experience, including but not limited to Microsoft Office Suite and various web browsers
- Awareness and appreciation of cultural diversity within the community

General Requirements:

- Have and maintain good interpersonal and communication skills
- Maintain a tolerance and sensitivity to the needs of Library patrons and staff
- Maintain a positive attitude and work cooperatively with others
- Know and enforce Library policies and procedures
- Support the Library's mission within the Library and the community
- Be flexible with regards to scheduling
- Be in adequate physical condition to fulfill job requirements