



JOB DESCRIPTION

Job Title: Public Services Assistant

Pay Grade: 3

Classification & FLSA Status: Service – Non-Exempt SOC 25-4031.00

Summary: Performs a variety of clerical and technology tasks related to public services and special projects as assigned; does related work as required. Must be able to work evenings and weekends.

Supervised by: Circulation Manager, Branch Manager, Reference & Public Services Manager

Supervises: Pages

ESSENTIAL FUNCTIONS:

- Follows all library policies and procedures.
- Gives information, reference service, and reader's advisory service to the public in person and over the telephone.
- Follows through on in-depth information requests from patrons using both online and print resources.
- Checks out and checks in or otherwise receives books and other materials using an automated integrated library system.
- Registers and maintains borrower records.
- Keeps track of library usage and other statistics.
- Handles clerical duties such as those relating to filing, shelving, and inventory.
- Processes reserve requests.
- Facilitates interlibrary loan requests.
- Assists in the operation and maintenance of audiovisual materials and computer equipment.
- Serves as Person-In-Charge when supervisors are absent or when serving as senior staff person on duty.
- Assists in supervising pages.

OTHER JOB FUNCTIONS:

- May be assigned higher level functions and tasks in the Circulation Area of the library, dealing with notices and invoices or other ILS functions.
- May be assigned programming responsibilities, which includes planning and execution of library programs for youth, adults, or seniors.
- May be assigned to process Interlibrary Loans (ILL), from request to fulfillment.
- May be assigned to work in the Youth Services Area of the library, supervising the space and providing assistance to library patrons.
- May be assigned other special project(s), service(s), or collection(s).
- Successful completion of competency training and annual competency testing.
- Other duties as assigned.

QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES: Must possess an ability to think analytically, to plan, and to organize. Must have ability to understand and carry out complex instructions and to establish and maintain effective and efficient relationships with library staff at several levels. Must possess skills needed to deal with the public in a consistently tactful and courteous manner as well as exercise initiative and independent judgment. Requires ability to handle clerical and computer functions with a high degree of accuracy. Requires excellent communication skills. Computer experience and office skills required. Supervisors are usually available for consultation, but on occasion certain people in this class are required to make decisions in their absence.

EXPERIENCE AND TRAINING: High school diploma or equivalent. At least two years of experience in customer service or a public service position; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

DESIRABLE QUALIFICATIONS: Bachelor's degree or higher in any area. Experience in libraries or an educational setting.

PHYSICAL REQUIREMENTS:

WORK ENVIRONMENT: The work characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Must be able to work evenings and weekends.

The work environment involves everyday risks or discomforts requiring normal precautions typical of such places as offices, meeting and training rooms, libraries, and commercial vehicles, i.e., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. The noise level in the work environment is moderately quiet.

Positions in this class typically require sitting, standing, walking, fingering, grasping, talking, hearing, and seeing. The work requires some physical exertion such as long periods of standing; recurring bending, crouching, stooping, stretching, reaching, or similar activities such as climbing up and down a ladder or step stool to retrieve and replace books; recurring lifting, moving, and/or distributing loads of moderately heavy items such as boxes up to 30 pounds; pushing carts (on wheels) of up to 150 pounds; and repetitive use of the wrist, forearm, and hands.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Employee is asked to sign a copy of his/her job description to acknowledge receiving a copy and being given an opportunity to review and clarify job duties.

Signature of Employee _____

Date _____

Last updated: 4/22/2014