



## Job Description

### Evening and Weekend Public Services Assistant

*Part-time -- up to 16 hrs per week / PTO Benefit*

#### Principal Role

At the Blytheville Public Library, under the direct supervision of the Library Manager and other public services personnel, the Evening and Weekend Public Services Assistant will staff the main public services desk and assist with programming on weekends and evenings. The role includes responsibility to conduct children's gaming activity on Thursday evenings. and assist with library programming activities such as table gaming and handicraft workshops on Thursday evenings and Saturdays and Sundays.

#### Essential Duties & Responsibilities

- Provides pro-active service at the public service desk while doing other passive tasks as assigned
- Ensures a clean, tidy, comfortable, tranquil, and organized environment for customers
- Exercises efficient and effective customer service within the bounds of established policies and procedures
- Addresses immediate, exceptional, customer concerns, consulting with supervisors about major issues
- Processes requests for items to be transferred to other System locations
- Addresses minor technology trouble shooting matters, triaging difficult situations to the System's Technology Specialist
- Conduct resource loan, fax, printing, and used book sale transactions
- Assist customers in the use of the public computer workstations
- Assist and participate with children during activities such as gaming nights, story times, and handicraft and STEAM workshops
- Assist with the processing and preparation of the library's various physical resources
- Record various statistical data into forms and spreadsheets
- Assist with the resource collection inventory processes and withdrawal of materials
- Assist with special projects as needed

### Qualifications: Education, Experience, Skills

- Ability to prioritize competing customer needs and work accurately and independently
- Must have an obvious desire and energy to proactively interact with and manage children, ages 7-12, during gaming nights
- Desire to interact with customers of all ages, ethnicities, creeds, faiths, etc.
- Aptitude and familiarity with e-mail, Microsoft Office software, and standard office technologies
- Ability to give and follow instructions and communicate well with others in both verbal and written formats
- Accuracy and attention to detail
- Data entry skills
- Must be self-motivated and project a positive, welcoming, customer service-oriented demeanor and posture

### Physical & Professional Demands

- This is a professional position that demands courteous and polite interactions with the service population and the Library System's personnel
- Promptness, reliability, and integrity to follow an evening and weekend schedule
- Performs tasks involving sitting, standing, walking, stooping, lifting, long periods of keyboarding, etc.
- Dress for this position is business casual allowing for neat jeans and tops. T-shirts, long shorts, and "work" clothes may be permitted as context of tasks and the immediate supervisors allow.

### Availability

This is a part-time position with a standard schedule of up to 16 hours per week offering a starting rate of \$11.30 per hour with paid time off, and voluntary, subsidized, supplemental insurance benefit. The schedule will require availability on Thursday evening and all business hours on Saturday and Sunday. Four hours may be scheduled flexibly during the rest of the week as arranged with the Library Manager.

Revised by the MCLS Director, August 11, 2022