

POSITION: Branch Assistant

Job Title: Branch Assistant

Immediate Supervisor: Branch Supervisor

Starting Salary: \$10.50/hour part-time minimum

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Branch Supervisor, this position provides excellent customer service by assisting in the day-to-day operation of the branch. Responsibilities include providing directional information, issuing library cards, collecting fines and fees, checking materials in and out, assisting with opening and closing procedures, and other circulation-related tasks. Responsibilities also include giving instruction on how to use the online card catalog, the internet, e-reader tablets, assisting patrons in finding materials, and explaining policies and procedures.

QUALIFICATIONS

- High school diploma or equivalent.
- Must be able to work nights and weekends.
- Physical mobility is a requirement for this position. Ability to bend, stoop, lift a minimum of thirty pounds and push.
- Ability to read, write, and follow oral and written instructions.
- Ability to alphabetize and file.
- Knowledge of and interest in library materials. Ability to meet and serve the public effectively with the resources available in the library.
- Ability to make decisions within stated guidelines.
- Ability to meet, communicate, and deal with people effectively and in a pleasant manner.
- Working knowledge of computers and software.
- Collaborative attitude with a win-win disposition and a sense of humor.

POSITION REQUIREMENTS

- Attendance and reliability: Demonstrates reliability by arriving to work, meetings and appointments on time and by completing assignments in expected time frames.
- Customer Service: Strives to maintain positive internal and external customer service relationships. Works circulation desk and resolves any circulation problems. Able to plan, implement, and evaluate programs for children and adults.
- Represents the library in an appropriate manner when dealing with staff, managers, vendors, contractors, colleagues, and members of the public.
- Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position.
- Teamwork: Exhibits a willingness to work in a team-oriented environment. Demonstrates pleasant communication skills and supports others in the completion of library operations.

- Organizational Ethics: Maintains a high level of ethics, integrity, and confidentiality. Follows all library policies and procedures.
- Technical Skills: The ability to perform necessary tasks, and provide assistance to patrons, using a variety of technologies.
- Safety/Security: Observes safety and security procedures. Promptly reports potentially unsafe conditions. Operates and uses equipment and materials properly. Satisfactory completion of background check.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

Troy-Miami County Public Library is an Equal Opportunity employer. We recruit and hire the most qualified applicant without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.