

Job Title: POCLD – Library Assistant

Location: Pend Oreille County, WA

Supervisor: Director of Library Services/Reports to Branch Manager

Salary: \$17.24-23.17/hr.

Summary

Provides excellent customer service to patrons at the Pend Oreille County Libraries in a fast paced, challenging and changing library environment.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Circulation

Helps patrons find information, resources and materials in the library and in online databases.

Processes incoming and outgoing requests for materials and notifies patrons.

Assists in data tracking for patrons, programs and computers.

May assist in bookkeeping tasks for daily or weekly bank deposits.

Assists with de-selection, relocation, and removal of library materials.

Maintains confidentiality of all patron records and transactions.

Technology

Assists patrons in use of computers, mobile devices, printing, word processing, faxing and other specialized equipment.

Assists patrons with software or hardware questions and troubleshooting.

Programs

Assists with programs when needed.

Facility

Follows established opening and closing procedures of library facility.

Maintain interior and exterior library facilities in a neat, orderly, clean, and organized state for patron and staff safety.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies To perform the job successfully, an individual should demonstrate the following competencies and must be able to perform each essential duty satisfactorily.

- Ability to use technology
- Ability to problem solve
- Ability to manage projects to completion
- Ability to provide excellent customer service

- Ability to communicate effectively
- Ability to work well with others
- Ability to resolve conflicts
- Demonstrates ethical behavior
- Ability to adapt to a changing work environment
- Practices good work habits
- Ability to prioritize work activities
- Follows established safety and security procedures

Qualifications and General Knowledge

- Knowledge of alphabetical and Dewey Decimal filing systems.
- Knowledge or familiarity with common computer/mobile devices, applications, and digital formats. Extensive use of computer keyboard and terminal required.
- Ability to work varied schedules, including evenings and Saturdays
- Requires use of a personal vehicle with a valid driver's license and proof of current liability insurance.

Education and/or Experience

Customer service experience preferred.

US citizenship or documentation of eligibility for this position on US Immigration and Naturalization Form I-9, prior to beginning employment.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to climb or balance. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.