

USER SERVICES ASSISTANT CO-SUPERVISOR- PART-TIME

GENERAL STATEMENT OF DUTIES: The User Services Assistant Co-Supervisor performs the routine procedures of the User Services Department under the supervision of the User Services Coordinator. In addition, the US Assistant Co-Supervisor acts as the US Coordinator when the US Coordinator is not on duty.

SUPERVISION RECEIVED: The part-time assistant co-supervisor will perform assigned duties under the supervision of the User Services Coordinator.

SUPERVISION EXERCISED: The US Assistant Co-Supervisor supervises the User Services Assistants when the US Coordinator is not on duty.

EXAMPLES OF DUTIES:

1. Create and maintain patron records
2. Check materials in and out
3. Re-shelve library materials accurately and efficiently
4. Search for items on the holds pick up lists
5. Read shelves for accuracy
6. Maintain all stacks and materials areas in the library
7. Assist in inventory
8. Answer incoming calls and direct callers appropriately
9. Empty sorter bins and make up book carts
10. Clean CDs and DVDs
11. Mending
12. Resolves account issues
13. Perform opening and/or closing procedures
14. Maintain work flow of US Assistants
15. Is responsible for accessing change from the safe when necessary

This list is not absolute, nor restrictive, but indicates approximate duties which may be redefined pursuant to operational needs

EDUCATION AND EXPERIENCE: High school graduate or equivalent. Customer service experience preferred.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Aptitude for detailed work.
2. Aptitude to learn and work with library software
3. Ability to follow written and oral instructions
4. Ability to handle money and make change
5. Ability to successfully handle difficult encounters with library users
6. Ability to establish and maintain effective positive working relationships with library users and library staff
7. Ability to efficiently delegate and prioritize departmental tasks
8. Adequate keyboard skills
9. Ability to successfully solve problems

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES: Analytical skills, computer and Internet knowledge, familiarity with Dewey Decimal classification system, familiarity with library online catalogs and databases.

DESIRABLE PERSONALITY TRAITS: Acceptance of all personality types, patient, friendly, efficient, dependable, calm, curious, ability to learn new technologies, observant, empathetic, and a sense of humor.

WORKING CONDITIONS: Job requires 25 hours/week. Hours will require some evenings and weekends. Position requires the ability to lift a minimum of 20 pounds, standing for long periods of time, ability to bend and stoop frequently to reach low shelves, reach high shelves, and push full book carts.

BENEFITS: Classified part-time positions come with paid holidays, sick and vacation leave, and an optional retirement plan.

Updated July 2024