



## **Part-time Public Service Specialist (Non-Professional)**

Evenings and weekends required

**The Nappanee Public Library is seeking a part-time Public Service Specialist.**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Performs all circulation desk duties using computerized system.
  - Checks materials in/out/renew/reserves materials.
  - Collects fines.
  - Issues new patron cards/updates cards.
- Provides prompt, attentive, and friendly customer service in-person and by phone.
- Assists patrons in locating materials and services.
- Answers patrons' directional and procedural inquiries or routes information queries appropriately.
- Performs basic reference work or refers it to their supervisor or the person in charge (PIC).
- Promotes library programs and services during customer interactions and within the community.
- Performs all opening/closing procedures in work area/public areas.
- Performs any duties designed by their supervisor or person in charge (PIC) in assigned work area.

### **QUALIFICATIONS**

- Ability to work evenings and weekends.
- Ability to relate to both children and adults with warmth, enthusiasm, and tact either in person or on the telephone.
- Aptitude for detailed work with the ability to execute assigned tasks efficiently, accurately and independently.
- Ability to understand and carry out oral and written instructions and posted schedules.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Knowledge and support of library policies, procedures and principles of intellectual freedom.
- Dependable, punctual, with good attendance and work habits.
- Ability to sort and file alphabetically and numerically with a high degree of accuracy; to read numbers and letters rapidly and accurately.
- Ability to physically handle books and materials; to stretch, bend, kneel, carry heavy library materials, do some light lifting regularly, and push library carts filled with books.

- Ability to maintain composure in stressful work situations.
- Possesses a reputation of honesty, integrity, and reliability.
- Desire and ability to serve the public with friendliness, tact, diplomacy and professionalism.
- Willingness to take on new challenges and responsibilities; open to change and variety within the workplace.

### **MINIMUM EDUCATION AND EXPERIENCE**

- High School Diploma or equivalent.
- Some public service experience preferred.
- Knowledge of basic computer and math skills.
- Must work well under stress, enjoy working with the public, and be able to effectively deal with customer complaints and routine work.

### **SUPERVISOR**

- Public Service Manager