



Part-time Public Service Specialist

Grade 8 – Specialist I

FLSA Non-Exempt

Base Pay: \$13.00/hour

Up to 30 hours per week

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

- May have high school diploma or equivalent (preferred)
- May have some library experience (preferred)
- May have a librarian certificate
- May have prior work experience (preferred)

SUPERVISOR

- Public Service Manager