

## **Part-time Public Service Specialist**

Grade 8 - Specialist I

FLSA Non-Exempt

Base Pay: \$15.45/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 library cards/updates cards.
- Provides prompt, attentive, and friendly customer service in-person and by phone.
- Assists customers in locating materials and services.
- Answers customers' directional and procedural inquiries or routes information queries appropriately.
- Performs basic reference work or refers it to their supervisor.
- 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 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 customers 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 Services Manager