

Sept. 17, 2021

Position Available: Part Time Library Assistant

Circulation Services Department

Salary: Starting at $13.40

Part-time Position: 24-26 hours per week scheduled at either Library Branch, contingent on staff needs.  Flexible schedule required to include days, evenings, Saturdays and Sundays.

Fringe Benefits: Paid time off including vacation, sick, holiday, and personal business, life insurance, retirement plan

Please respond with a cover letter, resume and application.  Application is available at <http://history.farmlib.org/pdfs/Employment_Application_3_2018.pdf>

Deadline for application packet is Friday, October 8, 2021, 5:00 PM to:

Crystal Peterson

[Crystal.Peterson@farmlib.org](file:///C:\Users\kelley.siegrist\Downloads\Crystal.Peterson@farmlib.org)

Farmington Community Library

                                                      32737 West Twelve Mile Road

Farmington Hills, MI 48334

The ideal candidates for this position should have superior customer service and communication skills.  They should be comfortable working within a team-oriented framework to provide excellent service to patrons of all ages. Candidates should be able to remain calm under pressure, be self-motivated, and able to exercise judgment in the performance of tasks. Candidates should be proficient with computers, email, multi-line phone systems, cash registers, and other office equipment.

Job Summary:

Under the supervision of the Circulation Department Head, employees in this classification have a primary responsibility to provide service at the Circulation Services desk, along with performing clerical and operational functions to ensure the orderly flow of materials and services. Part-time Circulation employees are scheduled to work 24-26 hours per week at either Library Branch, contingent on staff needs.  Hours will be scheduled to include days, evenings, Saturdays and an occasional Sunday.

Essential Duties and Responsibilities May Include:

* Checks in and out materials for the public utilizing an automated circulation system and an automated materials handling system.
* Assist patrons at Curbside Hold pickup by answering phone calls and chats for car-side delivery of materials.
* Provides directional and other assistance to the public, as appropriate.
* Responsible for answering incoming calls and properly directing telephone requests.
* Collects damaged/lost material fines, records and deposits all fines, fees, copier and other revenue from cash register.
* Often acts as Shift Supervisor to Library Pages, responsible for the workflow of the Circulation Department.
* Reconciles circulation reports.
* Regularly checks department email and responds to patron inquiries.
* Completes additional circulation-related tasks.

Minimum Qualifications:

* One year of customer service experience required.
* Positive service attitude.
* Proficient in the use of computers

Desired Qualifications:

* Previous library experience preferred.
* Must have the ability to maintain confidentiality of private information in accordance with the Library Privacy Act.
* Familiarity with daily banking:  preparing deposits, reconciling register and register reports.
* Ability to troubleshoot define problems, collect data, establish facts and draw valid conclusions.
* Ability to communicate effectively, orally and in writing.
* Ability to promote and maintain productive and professional relationships with the public and staff.
* Ability to understand and correctly interpret Library Policies and Procedures.

This job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Equipment Commonly Associated with this Job:

Computer equipment plus peripherals, scanner, telephone reception system, and office machinery, among others.