



JOB DESCRIPTION

- Establishes and maintains effective working relationships with the Youth Services Librarian, the Library Director, coworkers, volunteers, and library patrons.
- Assists in keeping the library neat and tidy.
- Handles specific library functions (e.g. interlibrary loan, periodicals, etc.) as assigned.
- Participates in professional development opportunities.
- Performs other related duties and tasks as assigned.

Minimum Qualifications (Recommended)

Education, Training, and Experience:

High school diploma or equivalent required. Associates Degree in a related field preferred. Prior experience working directly with the public in a customer-oriented position required. Prior experience working with children preferred. Any equivalent combination of education, training or experience that provides the required knowledge, skills and abilities will be considered.

Knowledge, Skills, and Abilities:

- Excellent interpersonal skills with ability to communicate effectively, both verbally and in writing.
- Demonstrated knowledge of books, authors, and reader trends, especially those of interest to children and teens.
- Ability to deliver exceptional customer service to a diverse customer base.
- Skilled at interacting effectively with children of all ages with the ability to provide a fun and memorable experience for library patrons.
- Intermediate PC skills with the ability and willingness to learn new software programs as needed.
- Familiarity and basic knowledge of emerging technologies, such as digital readers.
- Ability and willingness to display a high level of respect and professionalism in the workplace at all times.
- Ability to remain calm and pleasant under pressure.
- Ability to resolve patron complaints and communicate library policies in a polite, respectful, and positive manner.
- Self-motivated with solid organizational skills and attention to detail.
- Ability to work independently, multi-task, work within established deadlines, and prioritize daily workload.
- Ability to use good judgment and to seek clarification of instruction when necessary.
- Ability to work under pressure with frequent interruptions.
- Ability to interact effectively and appropriately with employees, municipal officials, vendors, other agencies, and the general public.
- Ability to work cooperatively as a team and willingness to cross-train with other team members.
- Ability and willingness to be flexible and to try new ideas.



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- Ability to accurately interpret and follow Town and Library policies, rules, and regulations.
- Ability to maintain confidential information and exercise considerable tact in the handling of sensitive matters.
- Ability to successfully complete any necessary training.
- Ability and willingness to work weekday, evening, and weekend hours as needed.
- Ability to perform all essential functions of the position.

Physical & Mental Requirements

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements:

While performing the duties of this job, the employee periodically works at a computer for prolonged periods of time. Sufficient speech and hearing are needed to clearly convey and receive information to over the phone and in person. Must have sufficient vision to perform the essential functions of the job. While performing the duties of this job, the employee will regularly stand, sit, talk, walk, inspect documents, reach with hands and arms, as well as use hands to finger, handle or feel objects routinely used to perform job duties. The employee must occasionally crouch, step up, and lift and/or move objects weighing up to 30 pounds independently, such as books, office supplies, and folders. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, and sounds associated with job-related objects, materials and tasks.

Mental Requirements:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; observe, accurately interpret, and respond appropriately to highly sensitive and/or volatile situations and/or persons; read and interpret data, information, and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing and intensive deadlines; manage multiple concurrent tasks; work with constant interruptions; and interact in a calm, professional manner with staff, officials and the public. Has access to confidential documents requiring the application of appropriate judgment, discretion, and professional office protocols to ensure the integrity of sensitive information.

Has frequent contact with town officials, employees, the general public, contractors, vendors, and state agencies and representatives. Contacts are primarily in person, by email, telephone, and in writing and involve discussing routine and semi-complex information; contacts with the public require considerable patience, tact and discretion and in some cases confidentiality.

Work Environment

Work is performed under typical library conditions. Operates computer (hardware and software), telephone, and other standard office equipment. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile humans. The noise level is usually low to moderate.

Approval Signatures



JOB DESCRIPTION

Department Head

Date

Human Resources Director

Date

Town Manager

Date



JOB DESCRIPTION

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

Employee Acknowledgment

I acknowledge by my signature below that I have received and thoroughly reviewed a copy of the job description for the following position:

Position Title: Library Assistant – Youth Services

Revision Date: August 15, 2019

I understand the job description for the above position in its entirety and I am capable of performing all of the stated requirements, with or without reasonable accommodation. Prior to signing this form I discussed any questions I may have had about the job description with my employer, including any reasonable accommodation(s) needed.

I understand that the statements contained in the job description reflect general details as necessary to describe the essential functions of the job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

I understand that my job may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description. If I have any questions about job duties that I am asked to perform that are not specified within the job description, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I understand the job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Name (Print)

Employee Signature

Date