

Arapahoe Library District
Job Posting
Patron Services Specialist II – Smoky Hill

Req: SM-07202009

Location: Smoky Hill Library, 5430 S. Biscay Circle, Centennial, CO 80015

Starting Salary: Starting at \$16.34 per hour, plus benefits.

Hours: 25-hour, part-time, non-exempt position. Schedule as follows:

Every other Sunday	12 p.m. – 5 p.m.
Mondays (off on Sunday work weeks)	9 a.m. – 2 p.m.
Wednesdays	3 p.m. – 9 p.m.
Thursdays	9 a.m. – 3 p.m.
Alternating Fridays/Saturdays	8 a.m. – 5 p.m.

Role:

Assists patrons in the use of the library by delivering library programs and services.

Major Duties and Responsibilities:

- 40% PROGRAM & SERVICE DELIVERY - As assigned, implements programs and services, including but not limited to, merchandising the collection, computer training for patrons, story times, program hosting, school visits, intermediate reference and reader's advisory, weeding assigned collection areas and identifying collection and/or shelving problems, and volunteer work in order to deliver system-wide programs and services for Library Operations.
- 30% PATRON ASSISTANCE - Assists patrons by giving directions, checking the catalog and shelf for requested items, opening a library account, demonstrating the use of self-check, and collecting fines and fees in order to satisfy requests for basic services.
- 20% ASSISTANCE WITH TECHNOLOGY - Assists patrons by instructing them on how to use library computers to reserve materials, make a reservation for a computer, print information, use the Internet, and use Microsoft Office in order to satisfy request for assistance with library technology.
- 10% SUPERVISOR ASSISTANCE - Assists the supervisor as the lead worker by acting as the person-in-charge (PIC) as needed, mentoring PSSI staff, drafting work schedules, and providing performance feedback in order to assist the supervisor.

Expectations:

1. CUSTOMER RELATIONS – Outstanding and Personalized customer service.
2. PROGRAM & SERVICE DELIVERY - Effectively delivered program and services.
3. SUPERVISOR ASSISTANCE - Effective assistance to the supervisor.
4. PATRON ASSISTANCE - Effective assistance in basic library services.
5. ASSISTANCE WITH TECHNOLOGY - Effective assistance in the use of library technology.

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Qualifications:

Two years to five years of similar or related experience.

College degree required.

Ability to work varying shifts, including evenings and weekends required.

Ability to speak English and Spanish fluently, required.

Intermediate technology skills, including intermediate assessment scores for Windows, Word, Excel, Internet Explorer, and Outlook, preferred.

Ability to be mobile 100% of the time and sit as needed; ability to bend, stoop, reach 10% of the time required.

Other Qualifications:

Committed to provide outstanding and personalized customer service to patrons, coworkers and customers.

Be able to demonstrate emotional intelligence, including self-regard, emotional self-awareness, assertiveness, independence, self actualization, empathy, social responsibility, interpersonal relationship, stress tolerance, impulse control, reality testing, flexibility, problem solving, optimism, and happiness.

Ability to focus on the customer, show integrity, be inclusive, enjoy learning and have fun

In order to verify the qualifications and backgrounds of individuals before being hired into positions at Arapahoe Library District, the Human Resources Department will conduct pre-employment background investigations on final candidate(s).

APPLY ONLINE at www.arapahoelibraries.org. Click on the "About Us" section, then the "Jobs @ the Library" link. Select the job in which you are interested. You may also attach a resume or cover letter with your application. Questions? Contact the HR department at 303-Library, ext. 19501.