

Crete Public Library
1177 N. Main St. | Crete, IL 60417 | 708-672-8017

JOB ANNOUNCEMENT:

Two Positions Available - Part-Time Patron Service Assistant

The Crete Public Library District is looking for two (2) friendly, dependable people to join our Patron Services team! If you enjoy helping others, making people feel welcome, and brightening someone's day, we'd love to meet you. As one of the first faces patrons see when they walk through our doors, you'll play an important role in creating a positive library experience. We're looking for people who enjoy connecting with others, take pride in going the extra mile, and are ready to help make our Library a welcoming place for everyone in our community.

This is a non-exempt, part-time position that will include regular evening and weekend hours.

DUTIES AND RESPONSIBILITIES:

- Regularly staffs the Patron Services Desk, providing exceptional, inclusive customer service to a diverse patron community.
- Checks library materials in and out and routes them appropriately.
- Issues and renews library cards and updates users in the Library's integrated library system (ILS).
- Resolves patron account discrepancies.
- Answers telephone and refers calls.
- Answers routine inquiries and refers other inquiries to the appropriate department.
- Handles basic financial transactions using the Library's point of sale (POS) system.
- Assists patrons with requesting materials and managing their accounts.
- Sorts deliveries, including mail and interlibrary loan (ILL) deliveries.
- Creates and maintains displays.
- Runs reports and provides metrics to the appropriate department in the correct format.
- Assists patrons with basic operational questions regarding public computers, copiers, printing/scanning/faxing, and library apps.
- Assists in promoting library events and registering patrons for programs.
- Performs non-traditional, project-based assignments that contribute to the Library's strategic goals and executes creative, non-clerical projects that align with the library's evolving community mission.
- Cross-trains with other departments and fills in there when needed.
- May sort, organize, and shelve library materials as needed.
- Keeps work areas neat and orderly.
- Attends appropriate meetings as assigned by Patron Services Manager.
- Performs other duties as assigned by Patron Services Manager.

KNOWLEDGE, SKILLS, AND ABILTIES:

- Ability to establish and maintain effective working relationships with staff, public, and trustees.
- Ability to empathize and relate to the needs of all patrons.
- Ability to learn public library circulation principles and procedures including the integrated library system (ILS) and patron interview techniques.
- Ability to exercise reasonable and independent judgment and discretion.
- Ability to refer questions and problems.
- Proficiency with basic office technology and the ability to comfortably learn and navigate specialized library databases and apps.
- Ability to communicate effectively orally and in writing, in English; Bilingual proficiency in Spanish is highly desirable but not required.
- Ability to manage and prioritize multiple tasks.
- Ability to remain calm and effective in difficult situations.
- Ability to adapt to and effectively manage change.
- Ability to stand for extended periods of time.
- Ability to bend, stoop, lift, and carry, and push a fully loaded book cart.

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Two years of office/retail work experience with an emphasis on customer service skills.
3. Ability to work consistent evenings and weekends.
4. Access to reliable transportation.

SCHEDULE, COMPENSATION, AND BENEFITS:

Both available positions are scheduled to work no more than 18 hours per week. The salary range is $16.50-20/hr. depending on qualifications. A generous part-time benefit package includes paid vacation, sick leave, personal days, and paid holidays.

TO APPLY:

Please either submit a completed job application to Rita Jones, Patron Services Coordinator in person or via email at rjones@cretelibrary.org. The Crete Public Library District is an equal opportunity employer and is committed to building a diverse and inclusive workplace. We do not discriminate based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, veteran status, or any other protected characteristic as defined by federal, state, or local law. All qualified applicants will be considered for employment without regard to these or other protected characteristics.