

## **Bilingual Spanish/English Patron Services Assistant**

**Departmental Team:** Patron Services

**Reports to:** Patron Services Supervisor

**FLSA Status:** Non-Exempt

**Hours of Work:** 32 hours per week; Full-Time Benefits

**Strategic Focus:** Enable a Greater Sense of Community, Deliver Materials and Services on a Personalized Basis

### **Summary Description**

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Under the direction of the Patron Services Supervisor, the Bilingual Assistant serves English and Spanish speakers, while accurately performing all duties. Offers on-site support to library staff and patrons, to effectively familiarize Spanish speakers with the Library and its services. Performs front desk duties and computer assistance with hospitality and technical excellence. As part of the Patron Services Team, works at either Service Desk. In addition to regularly scheduled shifts, may be on call for additional substitute shifts as needed.

### **Essential Functions**

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#### **75% Bilingual Patron Services**

- Facilitates communication between Spanish-speaking patrons and Library staff.
- Works effectively as part of the Library's Patron Services Team.
- Warmly greets patrons as they enter, and thanks them when they leave.
- Assists patrons where they are: in the stacks, at computers, and at the service desks, finds the materials and information that they need.
- Promotes Library services; offers relevant recommendations of programs and materials.
- Assists patrons with Library equipment and technology.
- Assists Library meeting room users/presenters with meeting room equipment.
- Opens and closes the Library following procedures.
- Maintains patron confidentiality.

#### **Service Desk: 1st Floor Circulation**

- Performs circulation duties with attention to detail, following library procedures.
- Assists patrons with basic transactions, such as registering for a library card.
- Sorts and shelves library materials; shelf reads and dusts the collection.
- Retrieves materials from inside and outside drop boxes.
- Monitors circulating electronic devices, ensures they are fully charged and clean.
- Assists patrons with their basic computer needs.
- Answers phones, and identifies and relays reference and collection requests.
- Straightens displays, toys in the Youth Room, places furniture appropriately, etc.

#### **Service Desk: 2nd floor Computer Commons**

- Assists patrons with basic computer needs, such as e-mail, printing, scanning, use of microfilm, internet, job applications and other web forms.

- Answers phones, reserves meeting rooms, updates Library event calendar, and schedules various one-on-one service appointments.
- Assists patrons in the Makerspace, Wasson, Study Rooms and Quiet Room areas.
- Assists with Tech and Patron Services projects as assigned.
- Straightens materials, Maker equipment, places furniture appropriately; etc.

### **15% Spanish Translation**

- Gathers, translates and disseminates Library resources.
- Provides translation services for Library patrons.

### **10% Other Duties**

- Regular and predictable attendance in the workplace.
- Stays current with the library through email, website and staff meetings.
- Attends all staff in-services offered during the year.
- Performs other related duties as required.

## **Knowledge, Skills & Abilities**

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### **Communication**

- Demonstrates cultural sensitivity working with patrons, coworkers and community.
- Excellent ability to listen. Speaks and writes courteously and effectively.
- Communicates clearly in person, via email, and on the telephone.
- Ability to understand and follow verbal and written instructions.

### **Customer Service**

- Ability to provide courteous public service and to present a positive image of the library in attitude, appearance, and performance.
- Makes patrons feel welcome – Smiles, is congenial, respectful and polite.
- Ability to multitask -handling various duties while prioritizing patron interaction.

### **Interpersonal**

- Gets along well and cooperates with others - Enjoys working on a team.
- Reliable, sincere, competent, and caring - Builds trust.
- Thinks through choices and multiple perspectives - Optimistic.
- Owns mistakes and persists in the face of challenge and change - Accountable.
- Aware of and expresses own feelings; handles relationships empathetically - High EQ.

### **Organizational Skills**

- Ability to perform clerical tasks with a high level of accuracy and concentration.
- Strong attention to detail following Library procedures.

### **Technology**

- Proficient with Google suite, Microsoft Office, internet resources, online forms, etc.
- Demonstrates ability to acquire knowledge of integrated library systems.

## **Education & Experience**

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This position requires a combination of education, formal training, and work experience that produces the knowledge, skills, and ability to perform the position's essential functions.

*Required:*

- High school diploma or equivalent
- Basic knowledge of typical office equipment such as telephones, copiers, email.
- Ability to meet the physical requirements of the job.
- Strong Spanish – English bilingual verbal and writing skills.

*Desired:*

- Post-secondary school experience.
- Customer service experience.

## **Working Environment**

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- Schedule is generally fixed, but can vary according to library needs. Works on weekend, evening, and daytime hours including some holidays, occasionally on short notice.
- Administers work typically standing/perching at a public service desk, with regular roving, walking and lifting. Also crouches, stoops, squats, twists, and climbs.
- Pushes a wheeled book cart up to 200 pounds, lifts up to 25 pounds, shelves items at various heights including floor level and overhead.
- Retrieves items from outdoors materials returns, occasionally in inclement weather.
- Occasionally shovels snow and other limited physical activities.
- Frequent listening and speaking to communicate with patrons and staff, and sufficient visual acuity to perform duties.
- Frequent sustained operation of computer, telephone and other office equipment.
- Frequent contact is made with staff members and the general public.