

# Patron Services Assistant - Substitute

**Departmental Team:** Patron Services  
**Reports to:** Patron Services Supervisor  
**FLSA Status:** Non-Exempt  
**Hours of Work:** On call, as needed

Under the direction of the Patron Services Supervisor, performs all duties and clerical tasks with attention to detail and accuracy. Serves the public on both Library floors with hospitality and technical excellence. Performs circulation and account transactions, as well as computer assistance. Ability to adapt to evolving library computer systems and services. Supports the Library's strategic priorities. The Patron Services Assistant Substitute is a year round position, helping patrons at the service desks when regularly scheduled staff are away.

## Essential Functions

### 90% Patron Services - assigned shifts

- Makes patrons feel welcome - smiles, is congenial, respectful and polite.
- Assists at patron point of need: service desks, in the stacks, with library equipment and computers and in all meeting rooms.
- Performs duties with attention to detail and accuracy; maintains patron confidentiality.
- Offers meaningful recommendations of the latest books, movies, music and websites.
- Promotes Library programs and services.
- Opens and closes the Library following proper procedures.
- Performs other clerical duties as assigned, including cross-team projects.

### 10% Other Duties

- Regular and predictable attendance in the workplace.
- Stays current with library and team information and changes; attends team and all-staff meetings.
- Organizes and maintains work areas and materials at the Service Desks.
- Attends all staff in-services; participates in professional development opportunities.
- Works effectively as part of the Library's Patron Services Team.
- Performs other related duties as required.

## Knowledge, Skills & Abilities

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### Communication & Cultural Awareness

- Communicates well in person, via email, and on the telephone; listens well, and speaks clearly.
- Ability to understand and follow verbal and written instructions.
- Displays cultural sensitivity working with patrons and coworkers.
- Excellent ability to communicate in English.

### Customer Service

- Outstanding ability to provide efficient, courteous public service to patrons and to present a positive image of the library in attitude, appearance, and performance of duties.

- Ability to multitask handling various “desk duties” while prioritizing patron interaction.
- Provides appropriate customer service to fellow Library staff.
- Ability and commitment to serve the public with technical excellence and hospitality.

### **Technology**

- High degree of comfort with technology: GoogleSuite, internet resources, online forms, etc.
- Demonstrates the ability to acquire knowledge of library computer systems and equipment.

### **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 - Strong work ethic.
- Aware of and expresses own feelings; handles relationships empathetically - High EQ.
- Accepts responsibility and account for own actions - Accountable.

## **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 duties and responsibilities.

*Required:*

- High School diploma or equivalent.
- Fluent written and spoken English. Spanish is a plus.
- Computer literate.
- Ability to meet the physical requirements of the job.

*Desired:*

- Customer service and Library experience.

## **Working Environment**

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Schedule varies according to library needs. Available to work weekend, evening, and daytime hours including some holidays, sometimes on short notice.

- Administers work typically standing/roving/perching at a public service desk, with regular walking, lifting, pushing up to 200 pounds on a wheeled book cart and other limited physical activities. Stands, walks, crouches, stoops, squats, twists, climbs, pushes/pulls up to 50 pounds, and lifts up to 25 pounds, shelves items at various heights including floor level and overhead.

Retrieves items from outdoors materials returns in inclement weather; occasionally shovels snow.

- Frequent speaking and listening to conversations to communicate with patrons and staff and sufficient visual acuity to perform essential duties.
- Frequent sustained operation of computer, telephone and other office equipment.
- Regular contact is made with staff members and the general public.

*Please Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.*

*The Estes Valley Library is an essential part of the community and an equal opportunity employer.*