

**St. Joseph County Public Library
Job Description**

Position Title: Branch Associate - Part Time
Level/Status: 5/Non Exempt
Beginning Salary: \$11.26 - \$13.25, hourly
Salary Range: \$11.26 - \$15.23, hourly
Agency: Centre Township Branch
Location: 1150 E Kern Road South, South Bend, IN 46614

Education and Experience:

- High school diploma or equivalent required.
- Cash register experience.
- Previous work experience in a public library and/or retail preferred.

Hours:

- Part-Time, 20 hour workweek
- Work up to two evenings and variable Saturdays and Sundays.
- Required to adapt to a flexible schedule as arranged by the Manager to meet scheduling needs.

Requirements:

- Strong commitment to excellent and genuine customer service.
- Excellent communication skills.
- Experience working with computers, including Internet, Microsoft Office, Google Suite, and Windows and Mac OS.
- Follow instructions, be accurate and pay attention to details.
- Problem solve in a professional manner with Library patrons, co-workers, and supervisors.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.
- Willing to work at or transfer to other service areas or branches.
- Accept and manage change.
- Maintain patron and staff confidentiality.

Ability to:

- Form and maintain excellent working relationships with staff at all levels.
- Work with minimum supervision and reach and maintain a high level of productivity.
- Maintain composure and overcome stress in any situation.
- Learn the library's automated system, as well as self-service technology.
- Exercise initiative, be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Interpret and communicate Library services, philosophy, policies, and procedures to patrons in a courteous, friendly, and positive manner using one's best judgment.

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Performs a variety of patron contact duties including assisting patrons with self-directed activities, handling circulation duties, and assisting with displays. Under the direct supervision of the Branch Manager or designated supervisor, the person in this position will perform the following:

Essential Job Duties:

1. Assist patrons in person or on the phone with self-directed transactions as needed, including self-checks, fax/scanning, and printing; handle circulation duties including check-in, check-out, placing holds, paging, collecting fines, searching patron database, and issuing library cards.
2. Process the daily delivery, paging lists, and maintain patron holds.
3. Perform cash register operations.
4. Perform daily branch procedures including opening, closing, and balancing cash drawer.
5. Provide accurate information and directional assistance to patron inquiries including locating items on the shelf, online catalog inquiries, and offer reader assistance to patrons as needed. Connect patrons with reference questions to the appropriate staff member for assistance.
6. Assist with displays, including grooming of shelves and maintenance of branch appearance.
7. Assist Branch Manager in training staff in circulation functions.

Perform other related duties as assigned.