



Job Posting 7/6/2017

Title: Circulation/Reception Assistant
Department: Library
Status/Rate Part Time \$12.50/hr
Hours: 19 hrs/week no benefits. Requires daytime, evening, and some Saturday shifts. Optional additional Sunday hours are available.
Reports to: Circulation Supervisor or Head of Adult Services, depending on assignment.

Summary:

JOB DESCRIPTION: Position requires working with the public, in person and on the telephone. Ability to provide excellent customer service while adhering to library policies is essential. Attention to detail, organizational skills, and computer skills necessary. Duties include (but are not limited to):

- Checking out and checking in library materials.
- Registering and updating library cardholder information.
- Collecting fines for overdue library materials.
- Processing payments for lost/damaged library materials.
- Answering and routing incoming telephone calls & placing telephone calls to patrons.
- Answering general information questions & providing directional information to patrons.
- Shelving library materials.
- Making public computer reservations.
- Placing holds on items in other libraries.
- Registering patrons for library programs.
- Following library patron confidentiality guidelines.

MINIMUM QUALIFICATIONS:

- Enthusiasm, energy, and a high degree of accuracy in the completion of all tasks.
- Ability to handle multiple tasks simultaneously and assess priorities in a busy setting.
- Ability to maintain composure and treat people with kindness in a busy setting.
- Previous experience providing customer service.
- Enjoyment of helping people.
- Comfort using a variety of technology including computers, printers, and photocopiers.
- Willingness to learn new technology.
- Dependability and punctuality.

PREFERRED QUALIFICATIONS:

- Bilingual: Spanish language speaker.
- Previous library employment.
- Willingness to work a flexible schedule.

WORKING CONDITIONS & PHYSICAL DEMANDS: The work is carried out in conditions which can be affected by factors such as temperature, noise and frequent distractions. The position requires standing for extended periods of time and continuous use of computer equipment. The position also requires significant physical exertion characterized by activities such as repeated bending, reaching, climbing or walking and moderate lifting (up to 35 lbs.).

REQUIREMENTS: Physical and drug test, as well as CORI check condition of employment. Must read and sign various City of Leominster policies. Must adhere to the City's dress code.

TO APPLY: Send résumé & cover letter to Wendy Hurley, HR Director at careers@leominster-MA.gov.