



# Employment Opportunity

## Library Associate I

24 hours per week

Spencer Road Branch, St. Peters, MO

We are seeking to fill a Library Associate I position at our Spencer Road Branch. If you enjoy working with a diverse customer base and providing amazing customer experiences is your passion, this is an opportunity for you! In this position, you will organize and reshelve returned items, process multiple daily deliveries of library materials both coming and going between Library locations, pull material to fill holds and assist customers at the drive thru window. Additionally, you will assist customers by signing them up for library cards, placing items on hold and using library equipment. You may also assist with customer information requests, opening and/or closing the branch and some light housekeeping.

### Skills needed for this job are:

- Positive customer service attitude with ability to work both independently and as a team.
- Attention to detail, strong organizational skills and ability to perform duties quickly and accurately
- Ability to file alphabetically and numerically using the Dewey Decimal System
- Knowledge of general library operations
- Office and computer skills, to include Google Workspace, Microsoft Office, electronic devices and cell phones.
- Excellent written and verbal communication skills and ability to confidently interact with customers
- Flexibility and ability to adapt to change and willingness to learn new things

Part time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Pay rate is \$15.60

**Schedule:** *Tuesday 1:00pm-9:00pm, Wednesday 1:00pm-9:00pm, Thursday 5:00pm-9:00pm, Sunday 1:00pm-5:00pm*

Advertised schedules may change based on the operational needs of the Library. Applicants should have some flexibility in their schedules to accommodate schedule changes as needed.

Our eleven library branches serve all residents of St. Charles County by providing a robust collection of materials, many programs and events, and superior customer experiences! Every day we get to live our mission: to inspire, to inform, and to enhance connections across St. Charles County. The future looks bright - join us!

For immediate consideration, submit a cover letter and resume along with completed [SCCCL Application](#) by the priority deadline of **Monday, November 18, 2024**. Application materials can be emailed to [jobs@stchlibrary.org](mailto:jobs@stchlibrary.org), or mailed to SCCCL, Human Resources Department., P.O. Box 529, St. Peters, MO 63376. Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

11/8/2024-11/18/2024

**Please see the following job description for more information.**

# Job Description

**Description Number:** A3  
**Position Title:** Library Associate I  
**Salary Grade:** A  
**FLSA Classification:** Nonexempt  
**Reports To:** Circulation Supervisor  
**Revision Date:** 10/15/2024

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## **Position Summary**

The Library Associate I position works directly with customers in person, by phone and electronically to assist them with their library needs. It could be checking items out, putting items on hold, answering their questions, processing customer payments, or any number of other activities. Additionally, the Library Associate I shelves materials and does light housekeeping as well as opening and/or closing the branch. The Library Associate I, will understand they will work within a team environment with colleagues and other branches within the Library. They will understand that to a library user, they are the Library and will maintain enthusiasm, respect, and foster positive interactions. The Library Associate I will demonstrate a desire to learn and a willingness to develop new skills. This person will communicate clearly and effectively and display initiative to create an excellent customer experience.

## **Essential Expectations**

1. Perform processes and duties needed to ensure successful branch operations.
2. Create a welcoming environment that ensures a pleasant customer experience.
3. Assist customers in person, by phone, or electronically including light reference inquiries.
4. Illustrate flexibility and adaptability.
5. Display exceptional organizational skills.
6. Ability to work in a fast-paced environment.
7. Exhibits high expectations of self and others.
8. Demonstrate clear communication and active listening.
9. Interest in learning new skills and expanding the library community.
10. Promotion of the library and all of its events and programs.
11. Skilled in technology including but not limited to Library Software, Google Workspace, Microsoft Office, iOS, Android and other devices.
12. High level interest in working as a team.
13. Assist with opening/or closing the branch.
14. Provide prompt and friendly service to all customers.
15. Assist with all branch needs as assigned.

## **Skills**

1. Excellent verbal and written communication skills as well as strong reading skills.
2. Ability to file alphabetically and numerically using the Dewey Decimal System.
3. Office skills including computer usage, fax, scan, copiers, phones, etc.
4. Flexibility to adapt to changing situations.
5. Attention to detail and ability to perform duties with a high level of accuracy.
6. Ability to exercise initiative to achieve established goals and directives.
7. Tactfully handle concerns and disruptive behavior.
8. Ability to effectively multi-task and work well under pressure.

**Physical Abilities accomplished with or without reasonable accommodations**

1. Ability to sit or stand for long periods of time.
2. Ability to lift materials or push carts weighing up to 30 lbs.
3. Ability to reach high or low to access or return materials to shelves and move through aisles.
4. Sufficient clarity of speech and hearing to communicate well with staff and customers.
5. Sufficient vision to produce and review a wide variety of library materials, reports and other materials both electronic and hard copy.

**Education and Experience**

1. Must be 16 years or older.
2. High school diploma or GED preferred.
3. Basic knowledge of a public library's function and purpose required.
4. Public or customer service experience preferred.

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.