



# Employment Opportunity

## Library Associate II

### Part-Time (24 hours per week)

WingHaven, O'Fallon, MO

The WingHaven Branch is seeking to fill a part-time Library Associate II position. If you are a team player that enjoys 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 assist customers throughout the library with general inquiries, information requests, account issues, and technology help as well as develop and present engaging programs and events for all ages.

#### **Requirements:**

- Ability to plan and present programs and events for all ages
- General computer and technology skills with the ability to navigate mobile devices and learn new technologies
- Ability to demonstrate excellent customer service skills, including challenging and difficult situations
- Ability to multi-task and stay organized in a rapidly changing environment
- Exceptional written and verbal communication skills
- Flexible, creative, energetic and forward thinking along with a positive attitude
- Self-motivated

Part-time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Pay rate is \$23.86 per hour.

**Schedule:** Week 1: Monday 9:00am-1:00pm, Tuesday 10:30am-7:00pm, Thursday 8:30am-12:30pm and Friday 8:30am-5:00pm. Sunday shifts as assigned.

Week 2: Monday 9:00am-1:00pm, Tuesday 11:00am-7:00pm, Thursday 8:30am-12:30pm, and Saturday 8:30am-5:00pm. Sunday shifts as assigned.

Applicants should have flexibility to accommodate schedule or branch assignment changes based on the needs of the Library.

Our 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 priority consideration, submit a cover letter and resume along with completed [SCCCL Application](#) by **Monday, April 14, 2025**. 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.

We appreciate your interest in the Library, but due to the high volume of responses, we may only be able to contact those applicants that we wish to interview.

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.

4/4/25-4/14/25

**Description Number:** G2  
**Position Title:** Library Associate II  
**Salary Grade:** G  
**FLSA Classification:** Nonexempt  
**Reports To:** Branch Manager  
**Revision Date:** 10/15/2024

---

### **Position Summary**

The Library Associate II 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 II shelves materials and does light housekeeping as well as opening and/or closing the branch. Library Associate II staff are expected to fully plan and implement events for various ages in the library and as outreach into the community. The Library Associate II 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 II 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. Illustrates flexibility and adaptability.
3. Assist customers in person, by phone, or electronically including light and in-depth reference inquiries.
4. Display exceptional organizational skills.
5. Ability to work in a fast-paced environment.
6. Exhibits high expectations of self and others.
7. Demonstrate clear communication and active listening.
8. Interest in learning new skills and expanding the library community.
9. Promotion of the library and all of its events and programs.
10. Planning and execution of age appropriate activities with enthusiasm.
11. Community outreach as needed.
12. Assist with opening/or closing branch.
13. Participate on Library committees as needed.
14. Skilled in technology including but not limited to Library Software, Google Workspace, Microsoft Office, iOS, Android and other devices.
15. Provide prompt and friendly service to all customers.
16. 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. Ability to effectively multi-task and work well under pressure.

8. Tactfully handle concerns and disruptive behavior.

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

1. Ability to sit or stand for extended 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 18 years or older.
2. High school diploma or GED preferred; (some) college a plus.
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.