Chicago Ridge Public Library

JOB DESCRIPTION

JOB TITLE: Adult Services Associate

DEPARTMENT: Adult Services

REPORTS TO: Adult Services Manager

STATUS: PT (IMRF), Non-exempt

PAY GRADE: 4

JOB SUMMARY:

Responsible for staffing the Adult Services desk and providing technology training and assistance to patrons using library equipment and/or patrons' personal equipment.

RESPONSIBILITIES AND DUTIES:

- Assists and instructs patrons in the use of computers, phones, tablets and other technology in scheduled group programs or one-on-one training sessions.
- Assists patrons with in-house use of computers, internet and basic application software on both library and patron equipment.
- Assists patrons with creating resumes, online job searching and filling out online applications.
- Staffs the Adult Services desk responding to telephone, email and in-person requests for information, assistance and routine patron inquires.
- Troubleshoots basic problems with computer applications and hardware.
- Assists in maintaining and providing assistance with our circulating technology.
- Assists patrons in the use of library resources and materials.
- Provides one-on-one instruction to patrons as assigned.
- Supports and contributes to the overall library mission.
- Acts as Person in Charge when designated.
- Substitutes in other departments as needed.
- Performs other duties as assigned.

COMPETENCIES:

- Knowledge of library policies, procedures, goals and initiatives.
- Ability to complete work accurately, efficiently, on time and with minimal supervision.
- Ability to exercise initiative and make independent decisions.
- Ability to work independently or as part of a team.
- Ability to work and communicate effectively and in a positive manner with public and staff.
- Ability to use current library technology and develop new technological skills as needed.
- Excellent customer service skills and service-oriented attitude.

QUALIFICATIONS:

- High School diploma or GED. Some college preferred.
- Strong technology skills, including knowledge of Microsoft Windows and Office applications, Google Workspace, internet navigation, email, cell phones and tablets.