



Enrichment Services Assistant

Supervisor: Enrichment Director

Position: FLSA Non-Exempt

Pay Band: C

Position Summary

The Enrichment Services Assistant is responsible for ensuring the timely completion of daily tasks by enrichment services staff, including: assisting patrons with reference questions and account issues, check-in and re-shelving of returned materials; retrieving, processing, and shipping requested materials; creating and completing reports for collection maintenance; ensuring that collection and location are orderly and attractive.

Essential Duties & Responsibilities

- Assist Enrichment Director with daily routines and workflow at assigned library locations.
- Assist Enrichment Director with training and evaluation of staff as assigned.
- Assist in the development and presentation of library programs as assigned.
- Responsible for library location in the absence of the Enrichment Director.
- Direct clerks and page staff to ensure all essential tasks are completed.
- Compile statistics and manage schedules as assigned.
- Maintain supplies for public service.
- Select library materials as assigned.
- Answer reference questions in person or by telephone and help patrons locate library materials.
- Instruct patrons in the use of basic reference tools, both print and electronic.
- Work in public service areas as assigned: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading, etc.
- Assist patrons in the use of technology available in the library, including basic troubleshooting of microfilm, photocopier, and computer problems.
- Maintain job knowledge by staying current with library policies and procedures, work related e-mails and training documents and by attending library related training as assigned.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

Qualifications

- High school diploma or G.E.D. Two years of coursework at the post-secondary level preferred.
- Two years library, customer service, or supervisory experience
- Ability to communicate effectively.
- Familiarity with MS Office products.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.

Supervisory/Management Responsibilities

Responsible for library locations in the absence of a director.

Interaction

Frequent interaction with library employees and patrons.

Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, SirsiDynix ILS, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

Travel Requirements

Travel by automobile is required for position management responsibilities and training.

Frequency of travel: Occasional

Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

Work Environment

Majority of the work performed in a general office/library setting.

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

Schedule

Public Service	On Site	Community Outreach	Telecommute Potential
25%	65%	5%	5%

Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.