

# JOB OPENING

## Membership Services Associate Full-Time

The Highland Park Public Library is seeking a detail-oriented individual with strong organizational and leadership skills, that can collaborate with others and provide excellent customer service. The Membership Services Associate will serve as the department's supervisor-in-charge in the absence of the manager, helping to train staff and oversee the completion of departmental tasks related to circulation and interlibrary loan processes.

**Duties:** Serve as the department's person-in-charge in the absence of the department manager  
Provide mail, email, telephone, and in-person reception to patron queries  
Assist patrons in the use of circulation hardware and software  
Train staff on membership services and interlibrary loan procedures  
Create and maintain members accounts  
Register patrons for programs, events, or museum passes  
Maintain confidentiality of member account information  
Maintain material inventory by assessing condition, updating item records, checking in and checking out materials, and processing withdrawn items.

**Requires:** High School Diploma, GED, or equivalent  
One year of library experience required  
Supervisory experience desired  
Spanish language skills a plus  
Independent judgment, problem solving and conflict resolution skills  
Strong organizational skills and knowledge of alphabetical and numeric filing rules  
Ability to provide clear verbal and written communication  
Ability to maintain confidentiality of sensitive information  
Ability to operate computers and general office equipment

**Schedule:** This is a full-time, 40 hour per week, year-round position that includes an evening shift each week and a weekend rotation.

**Salary:** \$17.45 - \$21.81 per hour  
The pay range is based on a consideration of neutral factors and criteria such as required qualifications, experience, education, skill, training, certifications, and seniority.

**Benefits:** Paid Time Off (vacation, sick, floating holidays)  
Health Insurance (medical, dental)  
Life Insurance  
Pension Plan through Illinois Municipal Retirement Fund (IMRF)

**Apply to:** Submit resumé, cover letter, application to:  
Daniel Quinlan  
Membership Services Manager  
Highland Park Public Library  
494 Laurel Avenue  
Highland Park, Illinois 60035  
[jobs@hplibrary.org](mailto:jobs@hplibrary.org)

**About the Library**

*The Highland Park Public Library team recruits creative, enthusiastic, and caring individuals whose work will build relationships and enrich lives. We work to create and support an environment of equity, diversity, and inclusion for the benefit of our employees, our collections, our programs and services, and our community. Our most valuable resource is our team. Join us!*

