



## **Position Available**

# **Member Services Associate**

### **Part-time, 25 hours per week (avg)**

Warrenville Public Library District is looking for a friendly, welcoming individual with exceptional customer service skills to work at our Member Services Desk. This position provides direct assistance to our members, including welcoming all visitors, issuing library cards, checking out materials, collecting fees and resolving questions or concerns about member accounts.

#### **Required Schedule Rotation:**

Week A: Mon 4:45-9:15 | Tues 4:45-9:15 | Thurs 2:45-9:15 | Fri 11:15-7:15

Week B: Mon 4:45-9:15 | Tues 4:45-9:15 | Thurs 3:15-9:15 | Sat 9:15-5:15 | Sun 12:45-5:15

#### **Basic Requirements:**

- High school diploma or equivalent, LTA Certificate preferred
- One-year experience working directly with the public in a customer service environment, library experience preferred
- Ability to communicate clearly and concisely, both verbally and in writing, in English.
- Ability to walk, sit and stand for extended periods
- Ability to lift materials and push book carts with or without accommodations

#### **Critical skills include:**

- Excellent customer service, communication and interpersonal skills
- Strong organizational skills and attention to detail
- Computer and keyboarding skills
- Proficiency in Spanish (verbal and written)
- Have a positive attitude and ability to collaborate with team members

#### **We are especially interested in hearing from applicants who:**

- Have public library experience
- Have experience working with SirsiDynix Symphony and Workflows
- Have ability to sort and shelve materials in alphabetical and numerical order
- Have knowledge of Dewey Decimal System (preferred)

#### **Benefits & Pay:**

- Hiring Range: \$16.00-\$17.00 per hour dependent on qualifications
- Salary range: \$15.00 / \$17.83 / \$21.40 (Min/Mid/Max)
- Includes prorated vacation & sick time, 9 paid holidays
- IMRF retirement participation

#### **Apply by November 30, open until filled. Please submit cover letter and resume (no phone calls, please) to:**

Ian Stevens, HR Manager  
ian@warrenville.com  
Warrenville Public Library District  
28W751 Stafford Place, Warrenville, IL 60555

**Work with us**



Warrenville Public Library District is an equal opportunity employer.  
Job description available at <https://wpld.info/workwithus>

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