

March 21, 2017
Polk County Public Library / Columbus, NC

NOW HIRING Library Assistant: Public Services

Polk County Public Library seeks an enthusiastic, customer-oriented Library Assistant to join the library's public services team. This is a part-time position, averaging 28 hours a week. It is primarily based at the Columbus Library, with some work at the Saluda Branch Library.

Who you are:

- You're passionate about providing an exemplary customer experience
- You're energetic and have strong interpersonal skills
- You're optimistic and oriented toward the future
- You're friendly and warm, and like helping people
- You're a team player who thinks quickly on your feet
- You're excited about growing, learning and sharing with others

What you'll do:

- Welcome customers into our library and ensure they have a great experience
- Share information with customers about the programs and services available at the library
- Talk with customers and help them find the latest books, movies and music to suit their tastes
- Help people experience the library: provide assistance to customers as they seek materials, use computers and technology, participate in programs and enjoy all that the library has to offer
- Assist with basic computer questions, including email, answering Microsoft product questions, and navigating the Internet.
- Check library materials in and out, and ensure that they get to the right spot
- Help with customer logistics: account registration & maintenance, renewals, and fines
- Answer phones, reserve meeting rooms
- Lend a hand for programs and promotions, if needed
- Share ideas and innovations to help make the library even more easy to use, intuitive and friendly

What you need:

- A desire to work with the public; must be comfortable working with a diverse population of all ages and backgrounds, individually and in groups
- Computer literacy, including knowledge of current personal computer technologies such as email systems, Internet, and word processors
- Customer service experience; library or bookstore preferred
- A flexible schedule, and the ability to work some evenings and Saturdays
- High school degree and the physical ability perform basic library tasks (see job description for more information)

Grade 13

Starting Pay: \$10.33 hourly; may be eligible for a 5% increase upon successful completion of a six month probationary period

OPEN UNTIL FILLED. FOR PRIORITY CONSIDERATION, SUBMIT APPLICATION, COVER LETTER AND RESUME BY TUESDAY, APRIL 4, 2017. Applications and job description are available at www.polknc.org/quick_links/job_openings/index.php