

Job Title: Adult Services Computer Associate**Status: Part-time; Hourly; Non-Exempt; Limited Benefits Available****Hours: Requires some morning, afternoon, evening, and weekend hours****Position Summary:**

The Information Services Computer Associate assists patrons using public computers. This position requires an enthusiastic individual who embraces and thrives in an active, fast-paced, and culturally diverse environment. It also requires a positive customer service attitude, dependability, tact, knowledge of library policies and procedures, and the ability to work as a part of a team. This position reports to the Head of Adult Services.

Training and Experience:

Required:

- minimum of two years of customer service
- significant internet and general computer experience

Preferred:

- library-related experience
- high school diploma or equivalent

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

Representative Duties and Responsibilities:

The following duties are normal, but not exclusive or all-inclusive, expectations for this job. Other duties of a similar nature may be required and assigned.

- Provide outstanding direct customer service to library patrons who require assistance with using library computers
- Assist library patrons with using mobile printing, downloadable library audiobooks and e-books, checkout of library devices such as Chromebooks and hotspots, and use of scanners, fax, printers and other computer peripherals
- Uphold all library policies, including the Patron Responsibilities and Conduct statement and report situations according to outlined procedures
- Meet System expectation to complete at least 20 hours of approved work-related training activities annually

Knowledge, Skills, and Abilities:

Knowledge of:

- Customer service principles
- Policies and procedures of the Library
- Microsoft Word and other Office programs and Google Docs and Drive
- Scanning, faxing, and printing documents, editing images, working with PDF documents, and use of various storage media, including CDs and DVDs
- Library technology services, including downloadable books and magazines
- Normal and emergency library building procedures
- Basic office principles
- The library's core values

Ability to:

- Assist patrons with various web browsers and social media platforms
- Assist patrons with online application and forms, downloading and uploading files, email, and other similar tasks
- Assist patrons in the use of library technology services, including downloadable books and magazines
- Handle a busy work environment and remain productive during slow times
- Multitask effectively during busy times
- Exercise patience and professionalism during stressful situations
- Work independently within established guidelines, and as part of a team
- Maintain regular, predictable, and punctual attendance

- Learn new library technology in a timely manner
- Communicate clearly and concisely, both orally and in writing
- Provide external and internal service that is welcoming, committed to excellence, respectful, and that supports the community and co-workers
- Collect cash money and make correct change

Skills:

- Providing efficient, positive, and professional customer service to patrons of all ages as well as to co-workers
- Performing office and library resources support

Physical demand requirements are at levels of Medium or Light Work.