

Public Services Associate**Reports to:** Public Services Manager**FLSA:** Non-exempt**Has Supervisory Responsibility for:** none**Pay grade:** 2

SUMMARY OF ROLE Provide a positive and welcoming experience for customers and assist with their information needs through excellent customer service. Support departmental operations through assistance with projects, programs and other initiatives.

ESSENTIAL FUNCTIONS, RESPONSIBILITIES AND DUTIES

- Assist customers in-person, online and via phone, providing excellent service to enhance their library experience.
- Conduct reference interviews to identify and fulfill the information needs of customers through use of available resources, including referrals to other agencies where appropriate.
- Instruct and guide customers in the use of library resources, including resolving technology issues when accessing library resources.
- Assist with departmental projects, programs and events.
- Promote awareness, interest and use of the library's collection and services during interactions with customers.
- May assist with collection development and maintenance.
- May assist with specialized services such as outreach.
- Other responsibilities and duties as assigned.

Responsibilities include evening and weekend shifts.

QUALIFICATIONS

- One year of experience in a customer focused environment required.
- Experience working with all ages of the general public preferred.
- Ability to communicate clearly and effectively.
- Ability to establish and maintain effective working relationships with co-workers, supervisors and the general public
- Commitment to continuous improvement and self-directed learning.
- Problem solving skills to assist in determining priorities and finding timely solutions to customer and workplace concerns.
- Ability to adapt and respond positively to changing work situations and environments.
- Knowledge of Library services and programs.
- Ability to remain calm and resolve issues in difficult situations.
- Skill in operating a personal computer, PC applications, and electronic resources as used in libraries.

PHYSICAL REQUIREMENTS

- Standard office environment
- Maneuver cart loaded up to 100 pounds
- Lift up to 25 pounds

Nothing in this job description restricts La Grange Public Library's right to supplement or otherwise modify the responsibilities and duties of this job at any time. Reasonable accommodations may be made to enable individuals with disabilities or other needs to perform the essential functions of the position.