



CITY OF WAUKEE
invites applications for the position of:

Public Services Assistant 2

SALARY:	\$16.13 Hourly
DEPARTMENT:	Library
OPENING DATE:	06/20/22
CLOSING DATE:	07/11/22 04:00 PM

JOB PURPOSE:

The Public Services Assistant 2 performs a variety of patron contact functions, is usually the first point of contact for patrons, and must exhibit excellent customer service while performing all work duties.

**This position is part-time, 20-29 hours per week.
The hours will be daytime, evening and Saturday and Sunday rotation.**

The Library's hours of operation are:

- Monday - Tuesday: 9:00am - 8:00pm
- Wednesday - Thursday: 9:00am - 6:00pm
- Friday: 9:00am - 5:30pm
- Saturday: 9:00am - 4:00pm
- Sunday: 12:00pm - 4:00 (only open during the school year)
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ESSENTIAL FUNCTIONS & SUCCESS FACTORS:

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(Order of Essential Functions does not indicate importance of functions.)

- Proactively seeks to assist patrons with locating library materials, using the library catalog, and library technology.
- Proficiently handles all circulation functions including log-in, check-in, check-out, placing holds and trace functions, collecting fines, using the patron database, patron registration and issuing library cards.
- Assists with maintaining library displays.
- Handles phone customer service transactions while demonstrating the utmost professionalism in all patron communications.
- Performs building shift change procedures and assists with maintaining welcoming and attractive public areas.
- Performs curbside pickup procedures.

- Proficiently handles and resolves patron issues relating to meeting room set up and technology issues.
- Serves as person in charge (PIC) in absence of FT staff.
- Performs other duties or assumes other responsibilities as apparent or assigned.

SUCCESS FACTORS:

- Maintain knowledge of current holdings and library resources, both print and electronic.
- Actively learn and apply library policies, procedures, and related skills.
- Demonstrate effective public service skills, understand public library operations, and support "patron first" practices.
- Interact effectively, professionally, and tactfully with general patrons.
- Ability to operate standard office equipment, perform required data entry proficiently and use library software and computer systems effectively.
- Be comfortable working in close proximity to all age categories.
- Consistently show a professional, courteous, and helpful attitude toward all patrons, in a variety of patron service situations.
- Actively greet and offer assistance to the Library's patrons and staff.
- Exhibit a cheerful attitude.
- Create and participate in a team environment.
- Create positive experiences for library patrons by effectively and efficiently performing job tasks.
- Attentive to the City's standards for customer service, accuracy, quality, efficiency and all City policies and procedures ensuring that all work performed meets those standards

QUALIFICATIONS:

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- High School Diploma or general educational development (GED) required.
- Library or related customer service experience required.
- Demonstrated success in interpersonal and communication skills.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

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- Required to move or lift up to 25 pounds and occasionally up to 35 pounds.
- Ability to sit for long periods of time and to maintain focus on projects such as computer screens or detailed paperwork.
- Must be able to effectively communicate orally (in person and over the telephone) and in writing (using electronic devices and handwritten) in English with other employees and the community.

WORKING CONDITIONS:

- Climate-controlled office with hazards typical of that environment, occasional outdoor work is required.
- Standard work hours include evenings and weekends.
- To successfully fulfill the essential functions of this position, employee must maintain standard work hours within the Waukee Public Library building.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.waukee.org/>

Position #PSA 2 - Summer 2022
PUBLIC SERVICES ASSISTANT 2
TC

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Waukee, IA 50263

HR@Waukee.org
