

## PUBLIC SERVICES ASSOCIATE

Last updated: September 2022

Department:	Reports to:	Pay Grade:
Public Services	Public Services Manager	23
Schedule:	Supervises:	Classification:
8-18 hours per week. Scheduling may require availability during any Library operating hours, including days, evenings and weekends, and occasionally when the Library is closed. Flexibility is required as need arises.	N/A	Part-Time Non-Exempt

### REQUIREMENTS FOR ALL EMPLOYEES:

- Ability to communicate clearly, both in writing and orally.
- Assist in promoting a safe working environment.
- Provide courteous and friendly service to patrons and staff.
- Assist in providing a welcoming and inclusive environment for both staff and patrons.
- Observe opening and closing procedures as required.
- Evening and weekend hours may be required.

### EDUCATION/EXPERIENCE REQUIRED:

- Associates degree, LTA certificate/certification, or equivalent in experience.

### KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to learn circulation, ready reference, and readers' advisory procedures.
- Ability to locate items in alphabetical order and using the Dewey Decimal System.
- Ability to work pleasantly and effectively with the public and staff.
- Familiarity with current technology.
- Knowledge of and interest in library procedures.
- Knowledge of and interest in literature.
- Proficiency in Microsoft Office and Google Suite.

### DUTIES AND RESPONSIBILITIES:

#### Customer Service:

- Staff service points as assigned.
- Provide patron account assistance, including the collection of fees.
- Check materials in and out of the library.
- Accept applications for library cards.
- Answer and direct incoming telephone calls.

- Provide ready reference service, readers' advisory, and directional information to patrons.
- Provide computer, copier, and printing assistance to patrons.
- Manage in-house reserves.
- Accept passport applications according to guidelines set by the Department of State.

Other:

- Be familiar with library policies and procedures and be able to make decisions in accordance with them.
- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Accept passport applications according to guidelines set by the Department of State.
- Assist with duties of the Public Services Manager as requested.
- Observe opening and closing procedures as required.
- Perform related duties as required and assigned.

#### **PHYSICAL REQUIREMENTS/DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform essential functions.

- Sit or stand for extended periods.
- Required to walk, talk and hear.
- Required to use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms.
- Occasionally required to climb or balance, stoop, kneel, crouch, crawl, or stand for long periods.
- Occasionally lift and/or move up to 50 pounds.
- Occasionally push carts loaded with up to 100 pounds of materials.
- Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Physical tasks may include moving boxes, book carts or furniture.

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

- Noise level in the work environment is generally quiet.

#### **DISCLAIMER:**

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Public Services Manager to assign, direct, and control the work of the Public Services Associates.