



JOB DESCRIPTION

TITLE: Materials Assistant

DEPT: Member Services

REPORTS TO: Member Services Asst Manager

CLASSIFICATION: Non-Exempt

Objective:

Responsible for checking, shelving, and general maintenance of materials as a member of the Member Services Department.

Duties:

1. Provides positive interactions with members in person and on the telephone using Library resources.
2. Performs all duties for supporting library collections as assigned, including check in, check out, sorting, shelving, shifting, straightening, shelf reading and weeding of materials.
3. Locates and retrieves materials from lists. Processes and routes materials.
4. Provides directional support to members including assistance at self-checkout stations.
5. Completes closing tasks as assigned; cleans up and straightens furniture and materials within the Library.
6. Understands and enforces Library policies and procedures while safeguarding confidential and restricted information.
7. Participates in library meetings and serves on library committees as assigned.
8. Assists in training new Material Assistants in their duties, guiding them through department procedures and helping them become effective team members.
9. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
10. Performs other duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent preferred.

Experience:

- Six months customer service experience in a comparable business, organization, or library preferred.
- Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed

- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email, the internet, and computer technology
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to alphabetize correctly and to understand numerical arrangement utilizing decimals in order to comprehend, put in correct order, and retrieve materials from shelves
- Knowledge of or ability to learn Microsoft Windows and 365
- Knowledge of or ability to learn integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility:

None.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds frequently
- ability to bend, stoop, reach, and stand for extended periods of time

Working Conditions:

- Work is performed in a typical library environment.
- Must be able to work a flexible schedule, including evenings and weekends.