



Job Posting: Full-Time Community Engagement Outreach Associate (1 opening)

Schedule/Salary: 40 hours per week starting at \$13.00 per hour. Schedule requires day, evening, and weekend hours. Must be able to work a flexible and changing schedule.

Summary of Duties:

- Provide excellent customer service; represent the library in a courteous, friendly and effective manner - whether in person, on the phone, or via email.
- Provides off-site library services utilizing library vehicles and resources.
- Greet patrons and assist in the use of bookmobile and library services through registering new patrons, providing an orientation on the use of the bookmobile, assisting patrons with checking materials in and out, maintaining patron accounts, and resolving customer service issues.
- Assist patrons with selecting, finding and retrieving library materials. Assist patrons in the use of library equipment and services including the library catalog and online resources, and other library equipment where applicable. Troubleshoot as needed.
- Collection maintenance tasks including sorting, shelving, shelf reading, and shifting.
- Contribute to a welcoming environment for staff and patrons by keeping a neat workspace, straightening / filling displays, and cleaning of bookmobile materials and areas.
- May create, schedule, prepare and implement library-oriented programs, go on school visits, and lead group tours. Other duties may include other clerical/related duties as assigned.

Qualifications:

- High School diploma or equivalent; college degree desired.
- Prior customer service experience.
- Excellent customer service, computer, communication and interpersonal skills. Must be able to hear, read, write, speak, and understand English effectively.
- General knowledge of library and library materials.
- Must be able to operate library vehicles and equipment such as copiers, computers, printers, fax machines, cash register, and scanners. Ability to use a computer for extended periods.
- Must have sufficient dexterity and visual acuity to meet job requirement. Ability to stand for extended periods of time. Ability to retrieve library materials which may include stretching, crouching, stooping, using a short stool and lifting up to 50 pounds.
- Ability to work a flexible and changing schedule. Regular and predictable physical attendance is required.
- Valid Ohio Drivers' License, proof of insurance and reliable transportation.
- Must be willing and able to drive, or learn to drive, the bookmobile and other library vehicles.

To Apply:

- Email resume and cover letter to hmiller@ashland.lib.oh.us with the subject line Community Engagement Outreach Associate.
- Applications are accepted until filled.

Ashland Public Library is an Equal Opportunity Employer