

The Tuscarawas County Public Library System is seeking a motivated individual who will assume the role of Customer Service Assistant in the Children's Department at the Main location.

Position(s):

Customer Service Assistant – Main Children's Department

Job Status: Part-time - 30 hours per week

Salary: From \$13.30 per hour

Benefits:

- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- Day shift
- Evening shift
- Monday to Friday
- Weekends as needed

Work Location: In person

Qualifications: High School Diploma or equivalent; experience with children preferred; library experience and/or equivalent preferred; may be required to load, unload, lift, shelve, transfer and/or transport materials up to 50 lbs including cargo and bookdrop; provide own transportation in fulfillment of job duties; be available some evenings and some Saturdays.

Job Responsibilities:

Under the supervision of the Children's Services Manager, the Customer Service Assistant will perform a variety of library procedures; provide high-quality customer service, programs, and materials to Library clients; and promotes Library service to all customers. Duties include but are not limited to:

- Provides quality circulation, reference, and reader's advisory service to customers
- Plans, prepares, presents, and/or assists with library programs for children ages birth through 5th grade and families
- Plans, prepares, presents, and/or assists with library outreach programs for children and families
- Assists customers with technology-related questions
- Provides new customers with information about the Library; promotes Library information, services, and programs
- Provides Mobile Services Support
- May prepare and coordinate displays and customer collections
- Interprets customers' needs and refers them appropriately

Job Requirements:

- Excellent oral and written communication skills; listening and interpersonal skills; organizational skills; public speaking skills
- Computer knowledge including Internet searching, familiarity with Microsoft Word, e-mail skills, and file management
- Comfortable with Mobile Technology
 - Tablets, E-readers, Laptop
 - Digital downloads

Interested persons should submit a completed job application, available on the library's website at www.tusclibrary.org/employment; a letter highlighting skills and experience in relation to this job posting; personal resume; and three personal references to:

Megann Hohman

Human Resources Specialist

humanresources@tusclibrary.org

Tuscarawas County Public Library System

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