Full-time Adult Services Associate Position

Are you a people-oriented lifelong learner looking for an opportunity to help others? We may have the position for you. Shaker Heights Public Library is seeking an Adult Services Associate to help us meet our mission of strengthening our diverse community and transforming lives by bringing together people, information and ideas. On a daily basis, this means helping customers locate and use library materials; choose items to meet their interests; find and evaluate information; use electronic resources including databases, e-media, and computers; and make reservations. Must enjoy working with and helping people of all ages in a diverse community.

Qualifications:

- A minimum of two years of college with a bachelor's degree strongly preferred
- Broad general knowledge of social and physical sciences, current events, basic math and literature
- Customer service experience
- Experience working directly with people from diverse racial and socioeconomic backgrounds, and of all genders, sexual orientations, and ages
- Strong communication skills, both oral and written
- Research skills, including the ability to evaluate information sources for accuracy, reliability, and currency
- Ability to demonstrate familiarity with Microsoft Office and the Internet. Ability to quickly learn new technologies and assist our patrons with them
- Patience, ability to shift quickly between multiple tasks, and an orientation toward team work.

This is a full-time position that offers generous paid time off including vacation, sick time, holidays and personal days as part of its comprehensive benefits package. Must work some days, evenings, and weekends.

Pay rate: $19.40 - $22.31

Diversity, Equity, and Inclusion

We welcome, value, and seek to include people of all races, cultures, religions, socioeconomic statuses, ages, visible and invisible disabilities, political and social viewpoints, sexual orientations and gender identities.

We recognize that systemic inequities and barriers exist. We continually strive to dismantle them and provide equitable access for all members of our community and staff.