



**Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.**

**CCPL** is currently seeking Branch Services Assistant for different branches here in Northeast Ohio. This Branch Services Assistant will join an engaged staffed team eager to promote our mission of being at the center of community life by creating an environment where reading, lifelong learning and civic engagement thrive.

**We offer:**

- Competitive benefits
- Great pay
- Work life balance
- Top of the line programming
- Engaging wellness plan
- And so much more.

**Review the summary of the job description below AND apply today: [6192694:Career Search \(saashr.com\)](#)**

## **GENERAL SUMMARY**

Under moderate supervision, provides reference, reader advisory, outreach, and program services to the public and assists patrons in using library resources and equipment. Provides service support to Librarians and other professional staff for various functions, including collection development and use, and program promotion.

## **JOB REQUIREMENTS**

Competencies that an incumbent should be able to demonstrate and that are reflected in the knowledge, skills and abilities that lead to the satisfactory accomplishment of the Essential Job Functions below, include Communications Skills; Drive/Motivation; Empathy; Feedback; Listening; Problem Solving Ability; Creativity & Innovation; Customer Service; Perception/Judgment; Dependability; Attention to Detail; Diversity Focus; Planning & Organizing; Taking Initiative/Responsibility; Teamwork Focus; Computer Knowledge and Use; and elements of Adult/Youth Services: Collection Management, Reader's Advisory, and Reference. In addition, an incumbent must demonstrate proficiency in the Functional/Task-Specific competencies of Computer Knowledge and Use, Adult/Youth Services Programming, Persistence/Perseverance, Decision Making Ability, Results Focus, and Time Management.

### **Specific Knowledge, Skills, and Abilities required include:**

1. Knowledge of library services and operations.
2. Skill necessary to develop and maintain effective and appropriate working relationships with co-workers, customers, vendors, and/or representatives of other agencies.
3. Ability to demonstrate proficient use of personal computer software or systems applicable to the essential functions of the job, which may include (but not be limited to) email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems or software used by CCPL.
4. Skill in operation of typical office equipment such as personal computer, facsimile, copiers, scanners, calculators, and telephones.
5. Ability to teach, assist and troubleshoot customers' inquiries while using library public computers.
6. Ability to provide comprehensive customer service, including delivery of accurate, prompt, and courteous assistance, both orally and in writing.
7. Ability to handle multiple tasks simultaneously with frequent interruptions, including the ability to successfully prioritize both emergency and non-emergency issues.
8. Ability to understand the difference between confidential and sensitive information and to handle each appropriately.
9. Ability to use Library resources effectively and efficiently.
10. Ability to communicate effectively both orally and in writing.

## **ESSENTIAL JOB FUNCTIONS**

1. Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
2. Provides direct library services to patrons such as reference, technology related guidance and reader advisory, and provides services to meet the needs of a specific age group which may include children, adolescents, adults or other group depending upon training and assignment.
3. Oversees and participates in collection maintenance by making recommendations on weeding, materials, and updating files and indexes.
4. Performs various routine clerical tasks to facilitate branch operations, such as maintaining pamphlet files, processing call number changes, and maintaining departmental records and statistics, bulletin board and promotional displays.
5. Maintains appearance of assigned area, including organizing materials, straightening furniture, and games and toys.
6. Instructs customers in use of library equipment, software, and computers.
7. Gathers and studies information and materials, and organizes and leads formal book discussions.
8. Assists with publicizing promotional materials for the library such as brochures, local news releases, displays, etc., as directed by supervisor.
9. Prepares and presents programs to support the Strategic Plan within the branch and out in the community to meet the needs and interests of assigned customer group.

**Summary Minimum Education & Experience Required**

1. Bachelor's degree from an accredited college or university in a related field.
2. At least six months of customer service experience.

**OTHER TESTING/LICENSES REQUIRED**

1. A criminal background check is required.
2. A pre-employment screening for drug and nicotine usage is required.
3. A valid driver's license, reliable personal transportation and in-force automobile insurance required.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

1. Occasional stooping or bending. Occasional light to moderately heavy lifting, up to 50 lbs., may be required.