



## **Information Services Specialist – Parsons Branch (part-time)**

**Salary Range: \$21.07-\$27.65 hourly**

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### **PURPOSE OF JOB**

As an Information Services Specialist, you will answer customer questions, organize and lead programs and services for adults and assist with overall customer service under the guidance of the Manager or Librarian. You may perform collection management activities and/or serve as the location liaison for Life Skills services (e.g. job search assistance, digital inclusion support and other social services.).

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Proactively provides a high level of customer service and assists customers through various aspects of utilizing the Library.
- Interviews, researches and answers customer questions by locating appropriate sources of information using a variety of tools and resources.
- Plans, promotes, presents or coordinates programs for adults at the location and off-site, focusing on the needs of customers.
- Performs collection management activities following the direction of the Collection Lead and Collection Programs Leads.
- Creates displays and merchandises materials.
- Ensures that the location is neat, orderly, appealing and inviting to customers and staff.
- May be the location liaison for Life Skills, working with the Library's Life Skills Program Leader and community members to understand and meet the needs of adult customers, particularly in the areas of social services and job help.
- Maintains personal skills to assure quality of service in areas of library collections, technology, readers' advisory and reference, social services, job and career help resources and knowledge of community resources.
- Establishes and maintains relationships and communication with local community organizations and resources to bring information, programming and services to the library location.
- Assumes responsibility for the operation of the location in the absence of a manager.
- Coordinates volunteer activities including orienting, training and scheduling.
- Performs additional duties as assigned including serving on task forces, committees, etc.

### **QUALIFICATIONS AND REQUIREMENTS**

- Bachelor's Degree required.
- 1-3 years' customer service experience required.

- Experience delivering programs and services to diverse audiences preferred.
- Ability to express self effectively and concisely, both orally and in writing.
- Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
- Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

## **WORKING CONDITIONS AND PHYSICAL DEMANDS**

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 50 lbs. and the frequent lifting or pushing of up to 20 lbs.

## **SCHEDULE**

Monday-Thursday 9a-6p (with flexibility to work evenings until 8p. Alternating Friday/Saturday shifts 9a-6p. Sundays 1-5p (as assigned). Flexibility in schedule preferred.