

<b>Job Description:</b>	Public Services Representative at Carnegie One Braddock & at our Turtle Creek Satellite
<b>Employee Classification:</b>	Non-Exempt
<b>Reports to:</b>	Library Director
<b>Wage Rate:</b>	\$15.00/hour; part time up to 29 hours/week; includes some evenings & weekends

#### **ESSENTIAL DUTIES/RESPONSIBILITIES**

- Consistently demonstrates integrity while adhering to Carnegie One Braddock procedures and policies as instructed by the Library Director and the staff handbook.
- This front facing position is the first point of contact for patrons and the community at all service ages and skill levels.
- Maintains and promotes a positive working relationship with staff and public across library departments.
- Proficiently operates computer functions for the following software programs:
  - Sierra - circulation module
  - Envisionware
  - Microsoft Office Suite (Windows 11)
  - Google Suite
- Respectfully addresses circulation desk functions, including but not limited to requests and returns, processing new library cards, checking in and out alternative lending collections, reshelves materials, and promoting Carnegie One sponsored events.
- Develops, promotes and participates in the delivery of community programs and services.
- Assists patrons with printing, faxing, scanning and copying needs
- Cordially answers phone calls from patrons and community partners.
- Manages periodicals, newspapers and flyers.
- Pulls and processes daily paging list, processes holds, and inter library loan items.
- Attends meetings and continuing education programs, for Carnegie One, ACLA and community partners, as required.
- Responds to emails and other communications in a timely manner.
- Processes fees and other payments accurately according to library procedures.
- Teaches use of library catalog to patrons as requested.
- Shelf reads the collection regularly and records progress.
- Follows and updates their work plan as assigned.

#### **QUALIFICATIONS**

Individual must be able to perform all essential duties as described above and must meet the following requirements:

##### **Education and/or Experience**

- Minimum Level: High school, or GED, some secondary schooling preferred
- Experience: Library or Customer Service experience preferred

##### **Core Competencies**

- Effectively communicate (orally and written) with all public and staff. Ability to identify and communicate any issues affecting Carnegie One.

- Understands the mission of Carnegie One and has the ability to define problems, establish facts, exhibit unbiased judgment and initiative in the development, implementation, and evaluation of goals, policies and procedures, and programs for Carnegie One.
- Exhibits dependability on the job with respect to being conscientious, thorough, and reliable in achieving Carnegie One's goals and the needs of the organization; this includes being available and responsive to issues and concerns as they develop.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the essential duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is frequently required to use hands to finger, handle or feel objects, equipment, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Location: Carnegie One Braddock, our Turtle Creek Satellite, community and Carnegie One events as assigned.
- The noise level in the work environment varies from quiet to very noisy.

All applicants must be able to provide their Act 34 Criminal Record Check, Act 151 Child Abuse History and FBI Fingerprint Clearance upon offer of employment.

To apply, please submit cover letter and resume by email Attention to: Dominic Igiebor, Library Director at [info@thebcla.org](mailto:info@thebcla.org)