



Employment Opportunity

Lead Library Assistant- Full Time

Middendorf-Kredell Branch, O'Fallon, MO

The St. Charles City-County Library District is a dynamic place to visit...and to work!

The Middendorf-Kredell Branch has an immediate opening for a Lead Library Assistant (LLA). This is a full-time position that assists the Circulation Supervisor with day-to-day operations of the circulation area of the Branch. As the immediate supervisor of the Library Pages, you will participate in interviews and hiring decisions, manage schedules, and on the job training. Primary duties include working with customers in person, online, or by telephone with questions related to circulation of library materials. If amazing customer service is your passion, this is an opportunity for you!

Requirements:

- Proven supervisory skills and customer service experience
- General business skills and understanding of work flow processes
- Knowledge of a public library's function and purpose; library experience preferred
- BA/BS Degree preferred

Schedule: Mon 1:00pm-9:00pm, Tues 8:30am-5:00pm, Wed 8:30am-5:00pm, Thurs 1:00pm- 9:00pm, Fri 8:30am-5:00pm, employee will work every other Saturday and also Sunday on a rotating schedule. When working a Sat or Sun time off would be during the week.

We offer a full benefit package which includes healthcare, vision and dental insurance, retirement plan, deferred compensation (457) plan and generous time off. Hourly rate is \$14.29 per hour.

The St. Charles City-County Library is a Kaleidoscope of Discovery! With an operating budget of over \$21 million, our branches are located in some of the fastest growing communities in Missouri, and poised to grow right along with them. The future looks bright. Join us!

For immediate consideration return a SCCCL Application, a cover letter and resume to any branch, or emailed to HR@stchlibrary.org, or sent to SCCCL, Human Resources Department, P.O. Box 529, St. Peters, MO 63376 by the priority deadline of **Monday, October 18, 2021**. Applications will be accepted until position has been filled.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

10/8/21-10/18/21

Please see the following job description for more information.

Description Number: 102
Position Title: Lead Library Assistant
Salary Grade: 10
FLSA Classification: Nonexempt
Reports To: Circulation Supervisor
Revision Date: 05/31/2018

Position Summary

This position assists the Circulation Supervisor with supervision of the circulation area. The Lead Library Assistant will have a schedule designed to complement the Circulation Supervisor's so the Branch has a supervisor on duty for the majority of public service hours. The Lead Library Assistant performs public service duties in conjunction with supervisory duties. Within the scope of public service, the Lead Library Assistant works directly with customers in person, online, or by telephone concerning materials, circulation of materials, reserves, library accounts, and other concerns related to circulation. In some branches, the Lead Library Assistant will process passport applications and assist circulation staff with complex questions. Under the direction of the Circulation Supervisor, the Lead Library Assistant will supervise the Pages.

Essential Functions

Supervisory

1. Manage the work of the circulation staff in the absence of the Circulation Supervisor.
2. Assist Circulation Supervisor with resolution of complex public service issues.
3. Supervise Pages; participate in interviews, lead training programs, and provide input for performance evaluations.
4. Manage schedules, time off requests, and timesheet approvals for Library Pages.
5. Assist circulation staff with training and questions related to passport application processing.
6. Serve on special committees or attend training sessions as needed.

Public Service

1. Interact with customers in the branch, online, and by telephone concerning materials, circulation, reserves, and retrieval of overdue items and meeting room reservations.
2. Assist the manager on duty with emergencies within the branch.
3. Perform other related duties as assigned.

Duties

1. Open and close the branch.
2. Count, balance, and record receipt of late fees.
3. Count and balance cash drawers. Prepare financial reports.
4. Sort of mail and general deliveries.
5. Participate in branch reserves; verify, route, and contact customers.

Duties (continued)

6. Periodical subscription maintenance; check in, withdrawals, and claim missing issues.
7. Respond to inappropriate customer behaviors in a safe and respectful manner when the Branch Manager is not in the building.

Skills

1. Knowledge of general library operations and library technology.
2. Ability to supervise, train, and direct the work of circulation staff.
3. General business skills: accounting, clerical, and understanding of work flow processes.
4. Strong computer skills and ability to troubleshoot problems.
5. Ability to exercise initiative to achieve established goals and directives.

Essential Physical Abilities - Accomplished with or without reasonable accommodation.

1. Ability to lift materials and push or pull carts weighing up to 30 pounds.
2. Ability to stand for long periods of time at the circulation desk.
3. Ability to reach high or low to return materials to shelves and move through aisles.
4. Sufficient clarity of speech and hearing to communicate well with staff and customers.
5. Sufficient vision to review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.
6. Sufficient personal mobility to attend meetings at various locations within the District.

Education and Experience

1. One year customer service experience required.
2. Knowledge of a public library's function and purpose required.
3. Directly related public library experience preferred.
4. BA/BS degree preferred.

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.