



Employment Opportunity

Outreach Services Assistant/Driver – 24 hours per week

General Administration, St. Peters, MO

We're going old school! Do you remember the excitement you felt waiting for the bookmobile to arrive so you could find your latest treasure? Not only will our new bookmobile be rolling down the streets of St. Charles County, we are looking for a high energy person to join our Mobile Library team!

The St. Charles City-County Library is seeking a part-time Outreach Services Assistant/Driver to work primarily on the mobile library. The Outreach Services department provides a multitude of services to individual community members outside of the physical library buildings. If you like having a lot of variety in your day, this job could be for you! Each day brings something different: lobby stops and programming at senior, living and day communities, homebound materials delivery, and preschool outreach. Outreach Services Assistants are one of the primary staff members involved in driving library vehicles, interacting with customers, checking materials in and out, taking requests, and answering questions. As a team, we all pitch in as needed to create a welcoming environment that best supports the needs of our customers.

Qualifications:

- Excellent communication skills
- Ability to multitask and stay organized
- Friendly, patient, and positive attitude
- Flexibility to adapt to change and willingness to learn new things
- Ability to work in a variety of different environments and weather conditions
- Current valid Missouri driver's license with an excellent driving record. Must be able to drive a large mobile library and other library vehicles
- Must meet requirements for entry (mandatory vaccinations, volunteer screenings, etc.) into our partner organizations.

Part time employees enjoy a partial benefit package that includes paid time off and a Deferred Compensation plan with employer match. Starting rate is \$11.99.

Schedule: *Three days a week, including the potential for evenings and weekends. A set schedule will be determined once Mobile Library routes are established. Some flexibility will be required.*

Our eleven library branches serve all residents of St. Charles County by providing a robust collection of materials, many classes and events, and superior customer experiences! Every day we get to live our mission: to inspire, to inform, and to enhance connections across St. Charles County. The future looks bright - join us!

For immediate consideration, submit a cover letter and resume along with completed [SCCCL Application](#) by **September 20, 2021**. Application materials can be emailed to HR@stchlibrary.org, or mailed to SCCCL, Human Resources Department., P.O. Box 529, St. Peters, MO 63376. Applications will be accepted until position is filled.

We appreciate your interest in the Library District, but due to the high volume of responses, we may only be able to contact those applicants that we wish to interview.

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.

9/10/21-9/20/21

Please see the following job description for more information.

Description Number: 072
Position Title: Outreach Services Assistant/Driver
Salary Grade: 7
FLSA Classification: Nonexempt
Reports To: Outreach Services Manager
Revision Date: 09/8/2021

Position Summary

Outreach Assistants work directly with customers in person, by phone, and electronically to assist them with their library needs. This includes, but is not limited to, circulation, materials shelving, and reader's advisory at designated mobile sites. Outreach Assistants select library materials based on requests from customers and independent research relative to interests and needs of target patron population such as large print, picture & board books, audio and/or video material. They are responsible for driving library vehicles to deliver materials and services to customers. The position involves a great deal of physical activity, frequently works away from a physical building, and focuses primarily on delivering library services in various environments to adults and children throughout the community.

Essential Expectations

1. Positive attitude, respect for others, and creative thinking.
2. Has passion for public service and providing quality library services to the community with friendliness, tact, and diplomacy.
3. Is comfortable interacting with the public in many different community settings.
4. Listens and actively promotes cooperation and trust to meet customer needs.
5. Demonstrates team behavior and willingness to promote a team-oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.
6. Maintains a high degree of ethics, integrity and confidentiality. Defends intellectual freedom and customer privacy.
7. Must have some familiarity with routine and preventative vehicle maintenance (e.g. fluid levels, cleaning, tire pressure, etc.) to ensure safe library vehicle operations.
8. Must meet requirements for entry (mandatory vaccinations, volunteer screenings, etc.) into our partner organizations

Duties

1. Participate in outreach and community events with fast-paced, busy environments.
2. Locates, selects, and provides library materials, reader's advisory and ready reference to a patron population unable to access and/or utilize library services.
3. Drives library vehicles to predetermined stops and events.
4. Engages with the community through multiple delivery methods.
5. Promotes use of materials, services, and programs to the community.

Skills

1. Excellent verbal and written communication skills.
2. Works well independently and in fast-paced environments with customers of all ages.
3. Adapt when unexpected situations occur.
4. Ability to multitask, work well under pressure, and prioritize tasks during fluctuating workflow.
5. Familiarity with technology including but not limited to Google suite, Microsoft Office, iOS, and Android devices.
6. Display exceptional organizational skills and ability to file alphabetically and numerically.
7. Observe legal and defensive driving practices. Must be able to drive all library vehicles.

Essential Physical Abilities

1. Responsible for working in and driving library vehicles, including but not limited to transit vans, utility vans, and bookmobiles, in all types of weather.
2. Ability to work in a variety of different environments and weather conditions.
3. Push/pull with moderate force moving loaded carts, hand trucks, and dollies.
4. Ability to lift or move up to 50 pounds in and out of library vehicles.
5. Ability to stand for long periods of time.
6. Ability to reach high or low to retrieve and return materials to shelves and move through aisles.

7. Ability to perform repetitive bending and stretching to load and unload library vehicles.
8. Sufficient clarity of speech and hearing to communicate well with staff and others.
9. Sufficient vision to produce and review a wide variety of library materials, written correspondence, reports, and related materials in both electronic and hard copy form.

Education and Experience

1. One year of customer service or public service experience preferred.
2. Must be 18 years or older.
3. High school diploma or GED required. Some college preferred.
4. Current valid Missouri driver's license with an excellent driving record required.

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.