

Reference Assistant (Part-Time)

The E.C. Scranton Memorial Library in Madison, CT seeks customer service oriented, collaborative and flexible individuals to join our team. The successful candidates will have strong computer and technology skills; excellent oral and written communication and interpersonal skills; and the ability to provide excellent customer service to all.

Essential Job Duties:

- Provides exemplary customer service to the public in person and over the phone.
- Assists patrons to find library materials and to access library and community services; including quiet study rooms.
- Assists patrons with computers, printers, online databases, equipment, and internet searching.
- Assists patrons in the Teen Room.
- Ensures that the Library Code of Conduct and other policies are applied fairly and equitably.
- Other duties as assigned.

Qualifications:

- A Bachelor's degree from an accredited college or university OR an equivalent combination of education and experience.
- Proven track record of providing outstanding customer service to a wide range of ages and abilities.
- Proficiency in wide variety of software and hardware, including MS Word, Excel, PowerPoint, PC and Apple platforms, electronic resources, library automation systems, social media, and Google apps.
- Experience with teenagers, preferred.

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 position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Duties require moving throughout the building to access collections, lead programs and meetings, and operate office equipment.
- Duties require ability to express and exchange ideas by means of the spoken word and to perceive the nature of sounds at normal speaking levels, with or without correction.
- Duties require close visual acuity for extensive reading and viewing a computer terminal.
- Duties require extended periods of standing, walking, and sitting.
- Duties require occasional periods of pulling/pushing items, lifting/carrying items up to twenty pounds, bending, stooping, and fine manipulation skills.

Hours: 8 – 12 hours a week, primarily evenings and weekends.

Benefits & Compensation:

- \$20/per hour.
- 13 paid holidays, plus paid time off.

Reports to: Head of Reference & Local History

Hours: Part-time non-exempt/hourly

To apply: Send a meaningful cover letter, resume, and contact information for three references to:

scrantonlibraryhr@scrantonlibrary.org on or before Monday, November 1st.

Disclaimer: *Nothing in this job description restricts the E.C. Scranton Memorial Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the E.C. Scranton Memorial Library's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

The E.C. Scranton Memorial Library is an equal opportunity employer and does not discriminate as to age, race, color, creed, marital status, national origin, sexual orientation, disability, or other protected status under state and federal laws.