Ada Community Library
www.adalib.org

SERVICE ASSOCIATE

Branch: Star Branch, 10706 W. State St., Star, ID 83669

Status/Hours: Two part time positions available: 16 hours/week and 24 hours/week

Starting Wage: $16.15 per hour

Position: Open until filled.

Ada Community Library is looking for friendly, customer service-oriented individuals to help connect our patrons with information, ideas, and each other. The Service Associate provides welcoming and accessible library services to include location of information and materials, public desk service, technology assistance, and some programming.

What you will do:

- Provide exceptional customer service by greeting patrons, answering questions, assisting with information requests, and connecting patrons with library resources and services.
- Explain library policies and procedures to patrons and resolve problems and concerns in a positive manner.
- Assist patrons with technology, including library catalogs, online databases, computers, digital resources, personal devices, and library equipment.
- Perform circulation duties, including checking materials in and out, issuing library cards, managing patron accounts, and scheduling rooms.
- Maintain a welcoming and inviting library environment through attractive displays, signage, and well-kept public spaces.
- Support daily branch operations through promotion of library services and programs, maintaining service statistics, performing maintenance tasks, and general assistance to other support staff.
- Coordinates and/or participates in library programs and outreach activities as required.

What you will bring:

- High school diploma or equivalent with some higher education preferred
- Exceptional customer service skills with at least one year experience helping the public (library, customer service, or related environment).
- Excellent communication, organizational, collaboration, and time management skills
- Ability to operate and perform basic troubleshooting of technology, office equipment, and computer systems
- Flexibility and adaptability to work in a changing, public-facing environment

Physical Demands/Work Environment

- Will work in a general library environment where subjected to working around others and occasionally independently, working mainly inside (with some outdoor activities), and a moderate noise level
- Ability to lift and carry up to 25 pounds, and push/pull loaded carts of library materials
- Requires sufficient dexterity to operate office, computer, or other technical equipment
- Ability to hear and speak clearly and must have visual acuity to distinguish letters, words, and numbers as needed
- Will regularly walk, stand, sit, reach and grasp and occasionally stoop, bend or kneel throughout the workday