

Job Announcement
Rochester Hills Public Library- Mini-branch Coordinator

Position: Mini-branch Coordinator (15 hours per week, including evening and weekend hours)

Department: Outreach

Salary: \$13.75 per hour

Benefits: Flexible work environment, professional development workshops and training. Optional benefits: health, dental and vision insurance; deferred compensation plan, flexible medical reimbursement plan, dependent care, and additional long term care insurance.

Important Dates

Deadline for applications: November 12, 2021

Decision anticipated: November 22, 2021

Starting date: ASAP

Job Description

Primary Job Duties

- Assist in recruiting, training, and supervising outreach mini-branch volunteers
- Work patiently, empathetically, and respectfully with the public
- Check in, check out, and renew library materials
- Maintain monthly mini-branch circulation statistics
- Assist in telephone notification of special request deliveries to mini-branches
- Issue library cards by verifying new and renewing existing accounts
- Address customer complaints and problems patiently
- Answer telephone and routes calls
- Follow established circulation policies, guidelines and procedures
- Run office machines as pertains to duties
- Organize and maintain mini-branch office supplies at each site
- Assist in planning mini-branch programs and meetings
- Prepare for emergencies and helps maintain a safe work environment
- Perform other duties as required



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Qualifications

- High school diploma or equivalent
- The desire to meet the public and serve patrons of all ages and abilities
- Positive attitude toward accommodating library users living with disabilities
- Inspired to provide exceptional customer service
- Excellent communication skills, written and verbal, including telephone skills
- Ability to communicate effectively with coworkers in a fast-paced environment
- Dependable and flexible work habits
- Demonstrated ability and/or experience working with Windows-based computers, in several software applications
- Ability to work independently and assume responsibility

Requirements of the role

Physical:

- Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; picking up litter; spreading ice melt
- Standing or sitting for periods of time
- Writing or typing to complete work-related documents

Mental:

- Is accurate
- Able to maintain confidentiality of library records and administrative matters
- Good time management: is prompt, flexible, works under short time constraints, and meets deadlines
- Able to interact and work effectively with customers, supervisors, co-workers and volunteers
- Able to retain concentration and poise despite numerous interruptions

Environmental:

- Normal interior environment

Travel:

- <20% (time spent visiting local mini-branch sites)

The Rochester Hills Public Library is an Equal Opportunity Employer.

Application: Please fill out an employment application at <http://www.rhpl.org/jobs> and attach a cover letter, and resume. If you have questions about the position, please direct them to: Rebecca LaFave, Assistant Manager of Outreach Services



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