

Circulation Assistant Check-Out

Average Weekly Hours: 21 | FLSA Classification: Non-Exempt

Are you a positive individual with an aptitude for providing exceptional customer service? Are you organized and have the ability to multi-task? Do you thrive in a team environment and like helping people? If so, this opportunity may be for you!

The Indian Trails Public Library District (ITPLD) is seeking a Circulation Assistant (check-out) to join our team! This position is a part-time opportunity with an average work week of 21 hours. These hours are a mix of days, nights, weekends and holidays.

Some of the job duties include:

- Staffing the Circulation desk or drive up window while providing outstanding customer service to our members.
- Assist members and staff in the materials check-out process, including account information retrieval, payments, and other concerns.
- Register new library members, maintain accurate records in library database and maintain library members' confidentiality.
- Perform claims returned procedures; process overdue and reserve items, complete program registration, and assist members with self-check unit.
- Contact members and follow up on lost or missing items or service requests.
- File requested items on hold shelves; identify damaged and/or incomplete items and route items to appropriate area.
- Greet everyone who enters the library in a professional, friendly manner.
- Assist staff with the materials check in process, including sorting materials, emptying bins, etc as needed.
- Promote materials, programs, events, and services provided by the library.

This opportunity requires:

- High school diploma or equivalent certifications and/or experience required.
- Qualified candidates must have superb customer service skills.
- Ability to multi-task, have attention to details, and excellent organizational skills.
- Ability to use computers and relevant software including but not limited to Google products.
- Ability to communicate effectively, use good judgment in the decision making process, and work both independently and as part of a team.
- Flexibility to be able to work days, evenings, weekends, and holidays.

Hourly rate of \$14.37. This position is eligible for pro-rated vacation and sick time and IMRF participation. The library supports continued learning and professional growth.

To apply:

Send a cover letter and resume via e-mail to HR at hr@itpld.org.

Please include the job title in the subject line. No phone calls please.

Culture Code. The ITPLD Way

How we work

We are collaborative, enthusiastic and curious.

We assume positive intent and find ways to say "yes" to the seemingly impossible.

We tackle our fast-paced environment with focus, humor and positive solutions.

Who We Are

We're a diverse bunch who recognize our differences as strengths.

We're an engaged and driven group that values kindness and flexibility.

We recognize one another for a job well done and always have time for a smile.

Staff Perks

We converse well with each other.

We value good humor and fun.

Our workplace is an open, friendly space where we feel valued and appreciated.

We're human - we laugh, throw parties, sing (loudly) with the Tone Defs, sport our sweet branded clothing and love a good potluck.