

Monitor

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

The Indian Trails Public Library District (ITPLD) is seeking a Monitor to join our team! We are looking for an individual who excels in customer service, can think on their feet and remain calm in a variety of situations while supporting the Person-in-Charge (PIC). The Monitor works to maintain a safe and pleasant environment in the library for the benefit of all library members and staff.

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.

Key Duties and Responsibilities:

- Provide a proactive customer service presence in the library by greeting everyone in a professional manner, striving to de-escalate tense situations and answering directional questions.
- Respond promptly to all fire, security, or other building alarms to determine cause and take appropriate steps to ensure the safety of public, staff, and library assets..
- Respond to incidents involving violation of library policies and collaborate with other staff members as needed.
- Make routine inspections inside and outside the perimeter of the library checking and/or locking doors, looking for safety or security problems and being attentive to potential situations to ensure building security.
- Observe patron behavior and address problems as needed using library policies and guidelines as a reference while also maintaining a positive image of the library.
- Complete accurate incident reports.
- Participate in coordinating the closing of the library to the public at the end of the day or during emergencies.

Qualifications:

- Highschool diploma with relevant experience or equivalent combination of education and experience.
- Excellent customer service skills to be able to work with the public in a positive manner with interruptions and during stressful (emergency) situations while maintaining confidentiality.
- The ability to communicate effectively both verbally and in writing, use good judgment in the decision making process, and work both independently and as part of a team.
- Ability to stand and move about the library and for long periods of time, inside and outside.
- Ability to read computer screens, manipulate a mouse, type, communicate by telephone and on a walkie talkie.
- Must have reliable transportation and be able to work days, evenings, weekends, and holidays.

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.

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Hourly rate of \$14.62. 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.