



## Youth Services Assistant

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

Do you want to be a part of a collaborative and fun team that makes a difference in people's lives? Are you an enthusiastic individual with excellent customer service skills who likes working with children from birth to 12th grade? If so, this opportunity may be for you!

The Indian Trails Public Library District (ITPLD) is seeking a Youth Services Assistant to join our team. The Assistant would contribute to a dedicated and dynamic team that focuses on creating a positive and welcoming library experience for our members. This position is a part-time opportunity with an average work week of 21 hours.

We serve 65,500 residents in the communities of Wheeling, Buffalo Grove and Prospect Heights. We are committed to our vision of embracing culture, connecting community and igniting curiosity.

### Some of the job duties include:

- Welcoming children and their caregivers to the Youth Services area.
- Staffing the reference desk while providing service to members in-person and over the phone.
- Helping to maintain a positive environment for library members by providing exceptional customer service.
- Assisting children and caregivers in finding information and materials.
- Assisting members with e-resources, computers, iPads, and other devices.
- Staying up to date with children's literature in order to provide proficient readers' advisory.
- Assisting in programming as needed.
- Assisting with maintaining the collection as needed.
- Generating and maintain reports and statistics as needed.
- Assisting the Youth Services staff on various projects, as requested.

### This opportunity requires:

- A bachelor's degree or minimum 2 years relevant experience.
- Excellent customer service, interpersonal, and organizational skills.
- Experience working with children.
- The ability to communicate effectively, use good judgment in the decision making process, and work both independently and as part of a team.
- The ability to use computers and relevant software including Microsoft products.
- The flexibility to be able to work days, evenings, weekends, and holidays.
- Fluency in a second language is desirable.
- Reliable transportation to arrive to work on time for scheduled shifts.

Hourly rate of \$17.32 to \$21.00 depending on qualifications. This position is eligible for pro-rated vacation, sick time, floating holiday hours, jury duty and bereavement time as well as eligible for the employee assistance program (EAP), 457 retirement plan and mandatory participation in the IMRF pension plan. In addition, eligible to apply for educational assistance after 1 year of employment. The library supports continued learning and professional growth including job training for new employees.

**To apply:** Send a cover letter and resume via e-mail to HR at [hr@itpld.org](mailto:hr@itpld.org). Please include the job title in the subject line. No phone calls please.

### Culture Code.

The ITPLD Way

### Our Work

We assume positive intent in all our interactions.

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

We work together to contribute to outstanding experiences for our members.

We strive to have clear, consistent and direct communication throughout the organization. We listen, trust each other and openly share ideas and information.

We strive to treat everyone with empathy and respect.

### Our Staff

We are collaborative, enthusiastic and curious.

We are a diverse bunch who recognize our differences as strengths.

We are 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.

### Our ITPLD

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

We care about each other and support the well-being and development of each staff member.

We make time to laugh, celebrate our accomplishments and passions, sport our sweet branded clothing and build relationships that make coming to work fun.