



Position Available
External Recruitment

**Public Services Lead
Forks and Clallam Bay Branch Libraries
Full Time (FLSA Non-Exempt)**

Primary assigned location: Forks and Clallam Bay Branch Libraries. May be assigned to work at other NOLS Facilities as needed.

Salary: Range 15: \$3,693.41 to \$4,489.36 per month.

Schedule: Position is budgeted and scheduled for 37.5 hours per week. Work schedule varies and will include evenings and weekends.

Union Represented Position: AFSCME, Local 1619L

Summary of Position Responsibilities: Individuals assigned to this classification provide a wide array of customer services to library patrons including services of a more complex and demanding nature. Responsibilities include coordination and oversight of the daily operations at a larger branch library, supervising volunteers, training and assigning tasks to staff and volunteers, preparing work schedules, and providing support for programming. Work is performed under general supervision.

Examples of Essential Job Functions:

Work performed may include, but is not limited to, the following activities:

- Coordinates and directs daily activities of circulation staff and volunteers;
- Provides orientation, training, guidance, and feedback to new and current branch staff and volunteers, in circulation and operational procedures;
- Develops and maintains work schedules of branch staff and volunteers;
- Works collaboratively with staff to coordinate branch operations in the absence of the Library or Operations Manager;
- Trains and supervises volunteers;
- Participates in the development, implementation, and maintenance of system-wide circulation policies and procedures
- Makes and manages meeting room bookings and maintains meeting room schedules;
- Resolves problems and questions with customer accounts, and assists and supports branch staff in resolving problems and questions;
- Processes or oversees processing of branch cash collections in accordance with established policies and procedures, and coordinates cash management with Administrative staff;

- May serve as liaison to the Library's collection agency;
- Opens and closes the NOLS facility;
- Provides courteous, helpful, and efficient service to customers by checking out materials, issuing library cards, placing holds, accepting payments and answering questions about accounts;
- Prepares and presents library programs, events, and outreach activities;
- Assists and instructs patrons in the use of library equipment, computer interfaces, and applications;
- Collects statistics and other data, and prepares reports as required.
- Recommends and participates in the development and implementation of operational improvements;
- Performs tasks that support collection management activities;
- Uses library resources and reference tools to answer moderately complex reference queries;
- Provides readers advisory services;
- Creates displays, bulletin boards, and signs;
- Monitors building conditions, and performs minor cleaning, repair, organization, and re-supply tasks to maintain public and work areas in a safe, clean and orderly condition
- Participates in continuing education opportunities as appropriate;
- Actively participates in committees, work groups and special assignments;
- Performs related duties as required.
- Regular and timely attendance is an essential job function.

Minimum Qualifications:

Education, Experience, and Certifications

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical education and experience would be:

- Two-year college degree;
- At least two year's successful work experience in customer service in a library setting;
- Some demonstrated experience in operational organization.

Knowledge and Skills Required:

- Familiarity with public libraries and library services;
- Knowledge of library circulation services, systems, procedures and practices;
- Research skills and demonstrated prior experience with online researching;
- Knowledge of standard workplace computer applications and equipment;
- Familiarity with principles of alpha numeric filing systems;
- Strong customer service attitude;
- Strong verbal and written communication skills.

Physical requirements: *Essential job functions require sufficient physical ability to work in an office setting and operate office and library equipment, including the following:*

- CONTINUOUS sitting; upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls and other office equipment; pinch grasp to manipulate writing utensils.
- FREQUENT side-to-side turning of neck; walking, standing, bending and stooping, pushing/pulling, twisting at waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 50 yards.
- OCCASIONAL squatting, kneeling; reaching above and at shoulder height, lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.
- Ability to push, pull, load, unload, and maneuver heavy book carts.
- Ability to work a varied schedule (including evenings and Saturdays).
- Ability to travel between library locations using NOLS vehicle, personal vehicle or public transportation.

Working conditions: Duties are generally performed indoors. Evening and weekend hours are regularly required. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. Work station may be shared with other staff. Work requires frequent interaction with co-workers and with the public. Environment includes normal range of noise, dust and other distractions, working around standard office equipment and specialized library equipment. Facilities are smoke-free; smoking is prohibited in all Library facilities and vehicles.

Compensation: Full-time position (37.5 hours per week). Range 15: \$3,693.41 to \$4,489.36 per month. Appointment may be made at any step, dependent on experience and qualifications. Benefits package includes paid vacation, holidays and sick leave; PERS retirement plan and Social Security; partially paid medical insurance coverage available for employee with dependent coverage option by payroll deduction; partially-paid dental insurance coverage available for employee with dependent coverage added at no extra cost; employer-funded Health Reimbursement Arrangement (HRA); employer-paid vision coverage for employee and all family members; employer-paid Employee Assistance Program (EAP); employer-paid life and accidental death/dismemberment insurance, deferred compensation plan available with employer match up to \$30/month, and travel stipend of \$40/month. Further benefit information is available at <https://www.nols.org/employment/>.

Application Procedure: Application deadline is 4:00pm on Monday, April 29, 2024. Required application materials for this position include a complete and current NOLS application, a current resume, and a cover letter explaining why you are the best candidate for this position. File names must not include any hyphenation such as dashes or extra periods. Applications should be submitted by email to HR@nols.org. **Applications are not complete unless all elements (cover letter, application, and resume) are submitted, and incomplete applications will not be considered.**

This announcement is meant only as a general description and recruitment guide and is subject to change. It reflects the general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under his/her supervision. The use of a particular expression to describe duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Further, this announcement does not constitute an expressed or implied contract or an offer of employment.

If special accommodations are required during the hiring process, please inform the Executive Director. The North Olympic Library System will consider the possibility of reasonable accommodation for all essential job functions. All Library facilities are smoke-free, and smoking is prohibited in all Library facilities and vehicles. The North Olympic Library System is an Equal Opportunity Employer.