



Position Description

Position title: Front Desk Aide	Department: Library
Reports to: Director	Supervises: N/A
FLSA status: Part-time hourly	Date revised: 10-4-22
Starting salary: \$15.00 per hour plus IPERS, paid leave, and use of Park & Rec facility	Hours: 28 hours per week, or 56 hours per pay period (two weeks)

Position Summary

Working primarily at the front desk, a Front Desk Aide represents the library and Fairfield to patrons and out-of-town visitors. Uses a computer to check materials in and out, to establish and renew confidential patron accounts, to inform people about library resources and events, etc.

Essential Job Duties

- **Customer service**—Maintain high standards of internal and external customer service while upholding policies established by the library board. Assist patrons in using public computers and equipment, taking advantage of 'teachable moments' to explain. Make calls promptly when reserved materials become available for the next patron in the queue.
- **Security and privacy**—Safeguard customer trust and comply with library law by maintaining confidentiality of patron accounts. Adhere to security routines established for opening and closing the library, and for dealing with inappropriate patron behavior.
- **Accurate record keeping**—Maintain an accurate patron database, along with reservation calendars for meeting rooms and audiovisual equipment. Check in returned materials, route damaged items to mending, and sort materials for shelving. Accurately use a credit card machine and cash register, and give correct change.
- **Answer questions**—Utilize library resources to provide readers' advisory service. Answer patrons' directional questions, and route advanced reference questions to the Director or other certified staff. Request contact information for later follow-up when a question cannot be answered immediately.
- **Shelving**—Work together with the Front Desk staff to re-shelve library materials.
- **Cross training**—Participate in cross training to ensure that shelving and other core services continue during co-workers' vacation leave, sick leave, etc.
- **Other**—Accomplish other tasks as requested by the Director.

Knowledge, Skills, and Abilities Required

- **Communication skills**—Communicate with co-workers and the public in a courteous and respectful manner. This is the glue of goodwill that fosters trust in the workplace.
- **Detail oriented**—Give attention to detail for accurate record keeping and materials finishing.
- **Computer use**—Have a good working knowledge of PCs and Microsoft Office programs.
- **Sequencing abilities**—Accurately sort fiction by author name, and nonfiction by Dewey number, after receiving some instruction.
- **Physical requirements**—See the document titled Physical Job Requirement Analysis.

Entry Requirements

- **Education and training**—High school diploma or GED equivalance.
- **Work Experience**—Two years of general clerical, recordkeeping, and customer service are preferred.
- **Exams and tests, upon request of the Director**—Post offer, physical exam, drug testing, and/or background check may be required.

Work Environment

Most work is performed in an office setting seated or standing with appropriate heating and cooling, and is not subject to significant occupational or environmental hazards, other than those normally associated with general public contact. Most work is performed at a computer, or using other office equipment. The noise level in this work environment is usually low. Work may involve frequent interaction with the public and frequent interruptions. Ongoing contact with the public always has the potential for dealing with difficult or unhealthy patrons.

Hours of Work

Generally 56 hours per pay period (two weeks), and every other Saturday for a half day. This position is occasionally required to work different hours with minimal notice to meet operational needs.

Disclaimer

The above information is intended to describe the general nature and level of work to be performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, requirements, and working conditions. The Fairfield Public Library reserves the right to change or assign other duties to this position as needed and as deemed appropriate. Employees holding this position will be required to perform any other job-related duties requested by the Director. Reasonable accommodations may be made as needed for employees to be able to perform the essential duties and responsibilities and meet the requirements of the position. Except for employees covered by Civil Service and/or a collective bargaining agreement, Fairfield Public Library employees are considered at-will employees. An employee may terminate his/her employment at any time, and the Fairfield Public Library may also terminate the employee's employment at any time. Unless otherwise provided by contract or law, all employment with the Fairfield Public Library is to be considered "at-will."

Employee acknowledgment

I have carefully read and understand the contents of this position description. I understand the duties, responsibilities, requirements, and working conditions. I also understand that this is not necessarily an exhaustive list of duties, responsibilities, requirements, and working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, I understand that the employer reserves the right to revise the duties and responsibilities of the position or to require that additional or different tasks be performed. I understand that I may be required to work overtime, as well as different shifts or hours outside the normally defined workday or workweek.

Employee's Signature: _____ Date: _____

Director's Signature: _____ Date: _____