

Job Announcement
Rochester Hills Public Library Technology Assistant

Position: Technology Assistant (8-16 hours per week, including evening and weekend hours)

Department: Adult Services

Wage: \$12.25/hr

Benefits: Flexible work environment, professional development workshops and training. Optional benefits: deferred compensation plan, flexible medical reimbursement plan & dependent care.

Important Dates

Deadline for applications: Until Filled

Decision anticipated: ASAP

Starting date: ASAP

Job Description

A provisional technology assistant answers questions about technology use, performs duties related to materials circulation, and answers patron account questions.

Primary Job Duties

- Work patiently and respectfully with the public
- Assist the public in the use of the public access computers, including troubleshooting minor hardware problems
- Assist the public in printing and photocopying
- Assist the public in the use of software and websites accessible from library computers
- Check in, check out, and renew library materials
- Place holds for patrons as appropriate
- Renew existing library accounts
- Answer customer questions and refer as needed
- Maintain records of items missing, lost, claim returned, or in repair
- Answer telephone and route calls



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- Follow established circulation policies, guidelines and procedures
- Maintain and run office machines as pertains to duties
- Perform opening and closing procedures
- Prepare for emergencies and helps maintain a safe work environment
- Perform other duties as required

Qualifications:

- High School Senior (must be 18 years old) or beyond
- Knowledge of Microsoft Office (Word, Power Point, Excel, and Publisher)
- Familiarity with basic Internet vocabulary and e-mail conventions
- The desire to meet the public and serve patrons of all ages and abilities
- Positive attitude toward accommodating library users living with disabilities
- Inspired to provide exceptional customer service
- Excellent communication skills, written and verbal, including telephone skills
- Dependable and flexible work habits
- Demonstrated ability and/or experience working with Windows-based computers, in several software applications
- Ability to work independently and assume responsibility

Requirements of the role:

- Physical:
 - Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; picking up litter; spreading ice melt
 - Standing or sitting for periods of time
 - Writing or typing to complete work-related documents
- Mental:
 - Is accurate
 - Able to maintain confidentiality of library records and administrative matters
 - Good time management: is prompt, flexible, works under short time constraints, and meets deadlines
 - Able to interact and work effectively with customers, supervisors, co-workers and volunteers
 - Able to retain concentration and poise despite numerous interruptions



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- Environmental:
 - Normal interior environment
- Travel:
 - <5% (attendance at local library workshops)

The Rochester Hills Public Library is an Equal Opportunity Employer.

Application: Please fill out an employment application at <http://www.rhpl.org/jobs> and attach a cover letter and resume. If you have questions about the position, please direct them to: Mary Vander Linde, Adult Services Librarian
(248) 650-7138
mary.vanderlinde@rhpl.org



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