

Job Announcement
Rochester Hills Public Library- Mini-branch Coordinator/Driver

Position: Mini-branch Coordinator/Driver (15-20 hours per week, including evening and weekend hours)

Department: Outreach Services

Salary: \$14.45 - \$16.26/hour (placement may be higher depending on qualifications)

Benefits: Flexible work environment, professional development workshops and training. Optional benefits: health, dental and vision insurance; deferred compensation plan, flexible medical reimbursement plan, dependent care, and additional long term care insurance.

Important Dates

Deadline for applications: Open until filled

Starting date: ASAP

Primary Job Duties

- Assist in recruiting, training, and supervising outreach mini-branch volunteers
- Work patiently, empathetically, and respectfully with the public
- Check in, check out, and renew library materials
- Maintain monthly mini-branch circulation statistics
- Assist in telephone notification of special request deliveries to mini-branches
- Issue library cards by verifying new and renewing existing accounts
- Address customer complaints and problems patiently
- Answer telephone and routes calls
- Follow established circulation policies, guidelines and procedures
- Run office machines as pertains to duties
- Organize and maintain mini-branch office supplies at each site
- Assist in planning mini-branch programs and meetings
- Prepare for emergencies and helps maintain a safe work environment
- Ability to drive and operate an extended cargo van
- Perform other duties as required



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Qualifications

- High school diploma or equivalent
- 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
- Ability to communicate effectively with coworkers in a fast-paced environment
- 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
- Environmental:
 - Normal interior environment

Application: Please fill out an employment application at <https://rhpl.org/employment/> and attach a cover letter, and resume. If you have questions about the position, please direct them to: Rebecca LaFave, Assistant Head of Outreach Services.



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