

# PROGRAM LOGISTICS SUPPORT ASSISTANT

Position #150431601

Library 21c | Non-exempt  
20 hours per week | Part time

<b>Date Posted</b>	November 22, 2023
<b>Location</b>	1175 Chapel Hills Dr, Colorado Springs, CO 80920
<b>Starting Wage</b>	\$15.30 per hour + partial benefits ( <a href="https://ppld.org/careers/benefits">https://ppld.org/careers/benefits</a> )
<b>Position Hours</b>	20 Hours per week: <b>Monday</b> : 3 p.m. – 7 p.m. <b>Tuesday</b> : 3 p.m. – 7 p.m. <b>Wednesday</b> : 3 p.m. – 7 p.m. <b>Saturday</b> : 9 a.m. – 6 p.m.

**Note:** The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

## Procedure for application:

1. Complete a PPLD online application located at [ppld.org/careers](https://ppld.org/careers) on the Application tab.
2. **Requires resume and cover letter.**
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to [sgollapalli@ppld.org](mailto:sgollapalli@ppld.org)

**Closing Date:** Preference will be given to applications received by **December 13, 2023, at 9:59 p.m. MST.**

**Position Summary:** This position operates in a diverse environment to help fulfill the mission of the Library by connecting with patrons and non-traditional library users, supporting strategic collaborations, promoting the Library to the community, and providing direct customer service assistance in circulation functions, basic information and technology needs, and ensuring accurate and timely access to materials and resources. This position facilitates public access to and usage of library meeting and performance spaces and technology at Library 21c.

### **Essential Functions:**

***Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

- Demonstrates excellent external customer service by greeting patrons throughout the library; creates a welcoming atmosphere; maintains confidentiality in all customer and staff interactions.
- Approves event, meeting, and study room reservation requests for the Library.
- Provides internal details for all reservations to other staff, such as facilities or audio and visual staff, to ensure that usage, set-up, and equipment needs are met.
- Screens customer requests to ensure reservation is complete and complies with all Pikes Peak Library District policies and procedures. Ensures accuracy of scheduled public reservation details.
- Demonstrates proficiency in the use of library meeting room software for reservations and event creation and supports staff in use of library meeting room software.
- In collaboration with IT, supports audio and projection systems to ensure successful public and staff use.
- Coordinates and executes set up and tear-down of furniture and equipment to accommodate public and staff use.
- Interacts with Facilities and Security to provide coverage of events and activities occurring on weekends and evenings.
- Supports additional public services functions as assigned.
- Compiles and submits monthly statistics.
- Provides direct public services to customers as they visit the library, call on the telephone, or communicate in a virtual environment.
- Performs all circulation functions including customer account creation and maintenance, checking out materials and equipment, pull lists, processing returns and holds, responding to inquiries regarding customer accounts, and taking payments for fees.
- Assists patrons with locating materials, provides readers' advisory places holds, and purchase and Interlibrary Loan requests at the service desk or by phone.
- Responds to basic reference questions using Pikes Peak Library District databases, online and/or print resources.
- Assists patrons in using wide variety of technology including email, Internet access, e-materials, Microsoft Office products, self-checkout, copiers, and printers as needed.
- Shelves books and other library materials in accurate alphabetical, numerical, or Dewey Decimal System order. Reads shelves to ensure materials are in accurate order; maintains a neat appearance, shifting materials as necessary and reporting crowded areas.
- May prepare pull lists and book carts.
- Demonstrates excellent internal customer service and teamwork through assisting other staff or participating in other projects as assigned.
- Proactively participates in ensuring the safety and security of patrons and staff while at the library.
- Supports the monitoring of meeting room furniture, equipment, and supplies; makes recommendations for repairs, replacements, or additional purchases.

## **Additional Duties and Responsibilities**

Duties are considered non-essential and include the following:

- May assist with displays.
- May assist other staff in providing library programs or outreach.
- May perform minor material repairs or weeding as a Collection Management Assistant Collection Evaluator.
- May process periodicals, order office supplies, organize fliers and handouts or other routine clerical duties.
- Keeps informed about Library and department information.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- May provide staffing assistance at other Pikes Peak Library District locations.
- May serve on district-wide teams.
- May submit monthly activity report.
- Performs other job-related duties as requested.

## **Required Knowledge, Skills, and Abilities:**

- Knowledge of the Pikes Peak Library District's policies and procedures. and ability to implement them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting the mission and vision to the public.
- Ability to maintain effective, productive relationships with patrons and staff; calmly and effectively assist patrons in difficult or stressful situations.
- Ability to learn and perform basic computer skills and library systems computer functions.
- Knowledge of basic skills such as alphabetical and numerical filing.
- Ability to learn and use a variety of standard library office equipment, and cash register.
- Demonstrates effective verbal and written communication skills; understands and follows verbal and written instructions.
- Ability to work as part of a team, demonstrating an excellent customer service attitude.
- Ability to effectively perform sorting, shelving, retrieval, and circulation of materials by using step stools and appropriate lifting methods, including ability to lift up to 35 pounds safely. Position includes repeated lifting, bending, stretching, standing, and walking.
- Ability to stand for up to four hours.
- Ability to get along with co-workers and supervisors.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

## **Education and Experience:**

1. Requires a high school diploma or G.E.D.
2. Requires at least two years of direct public service experience.
3. Basic knowledge of event planning or meeting coordination preferred.
4. Basic knowledge of audio, lighting, and projection systems preferred.
5. Must be able to coordinate and manage multiple activities in a timely and professional manner.
6. Ability to work as part of a team, have a "whatever-it-takes" work ethic, and an excellent customer service attitude.
7. Must have the desire to build skills and support departmental functions.
8. Requires passing of a Post Offer Pre-employment Physical test.

## Physical and Environmental Conditions

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to reach, bend, climb, twist and squat. Position requires the ability to lift up to 50 pounds, setting up lighting and sound equipment.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

### **Conditions of Employment:** All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.