



VACANCY ANNOUNCEMENT
Open to all qualified current staff and external applicants

PUBLIC SERVICES ASSISTANT 2, CIRCULATION PENROSE LIBRARY

(40 hours per week, non-exempt)

Position # 230026205

DATE POSTED: March 31, 2017

LOCATION: 20 N. Cascade Ave., Colorado Springs, CO 80903

STARTING WAGE: \$10.54 per hour + full benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)

POSITION HOURS: 40 hours per week per the following schedule:

Week 1		Week 2	
Mondays	OFF	Mondays	11 a.m. – 8 p.m.
Tuesdays	9 a.m. – 6 p.m.	Tuesdays	9 a.m. – 6 p.m.
Wednesdays	9 a.m. – 6 p.m.	Wednesdays	9 a.m. – 6 p.m.
Thursdays	11 a.m. – 8 p.m.	Thursdays	8 a.m. – 5 p.m.
Fridays	9 a.m. – 6 p.m.	Fridays	9 a.m. – 6 p.m.
Saturdays	9 a.m. – 6 p.m.	Saturdays	OFF

Note: Includes Sunday Rotation, every first Sunday out of a six week rotation. Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

APPLICATION PROCEDURE:

1. Complete a PPLD online application located at ppld.org/Jobs on the Application tab
2. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 884-9800, Ext. 6994.

CLOSING DATE: Online application materials must be received by **April 14, 2017** at 9:59 p.m. MDT

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). PPLD 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.

EOE As an **Equal Opportunity Employer**, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

PUBLIC SERVICES ASSISTANT 2 (continued)

BROAD SCOPE OF POSITION: It is the mission of the Pikes Peak Library District to seek, engage, and transform lives through library services and resources that enrich individual lives and build community. Under direct and daily supervision of the Community Library Supervisor and general supervision of the Managing Librarian, performs circulation duties, routine billing and clerical tasks, and assists patrons in a courteous, helpful, and service-oriented manner. Assists in maintaining organization of library materials, including shelving as needed, and in upholding a positive, welcoming environment to the library community.

PREFERRED EXPERIENCE / KNOWLEDGE / ABILITIES:

1. Ability to provide efficient, courteous public service to a diverse patron population and to present a positive image of the library in attitude, appearance, and performance of duties.
2. Ability to communicate courteously and work effectively with staff in a team setting.
3. Ability to work with patrons in difficult situations in a calm, professional manner.
4. Ability to use standard office equipment: personal computer (navigate multiple pages using a mouse), cash register, copy machine, telefax machine, and telephone.
5. Ability to effectively organize work.
6. Ability to understand and follow verbal and written instructions.
7. Ability to perform repetitive tasks while maintaining a high level of accuracy and concentration.
8. Ability to stand and walk for an entire shift, bend and stretch without limitation, lift up to 10 pounds at a time, and push a wheeled book truck weighing up to 120 pounds.

ESSENTIAL FUNCTIONS:

1. Provides excellent customer service employing communication skills necessary to effectively determine the needs of the patrons.
2. Explains circulation policies and procedures to patrons. Registers patrons by determining eligibility according to library policy, checking identification, issuing library cards, and accurately entering patron data into the computer. Charges out and checks in library materials following library procedures. Assesses and negotiates overdue fines and lost materials costs. Collects fees and works with patrons to resolve billing problems. Answers questions about the patron's library record. Maintains patron confidentiality.
3. Performs a variety of clerical duties such as processing transfers and holds, preparing displays and bulletin boards, weeding "New Section" books, and balancing and closing the cash register. May compile statistics and other reports as requested by branch management. May assist with maintaining the branch's periodicals collection. Sorts and shelves library materials in proper order (alphabetically or by the Dewey Decimal System).
4. Works at the branch's information desk by answering general questions, assisting patrons in locating materials and information, and requesting items not available at the branch. (This function will not exceed 15 percent of the incumbent's weekly hours.)
5. Instructs patrons in the use of the library's on-line public access catalog (PAC). Assists patrons with computer reservations and printing.
6. Participates in projects and programs as assigned. May participate on a library team.
7. Keeps informed about library and departmental information and changes via electronic and written mail, and through attendance at staff meetings.
8. May assist in circulation training for new branch employees and volunteers.
9. Performs other job-related duties as assigned.

REQUIRED PHYSICAL ABILITIES:

1. Ability to bend and reach from anywhere between floor level and 5 ½ feet high.
2. Ability to grasp and place items weighing between 1 and 3 pounds, 30 times per ¼ hour.
3. Ability to lift between 1 to 10 pounds, 30 times repetitively for ¼ hour, and occasionally lift between 10 to 20 pounds.
4. Ability to push a wheeled book cart weighing up to 120 pounds with 30 pounds of force between 200 to 600 feet, 2 to 3 times per hour on a carpeted surface.
5. Ability to steer a wheeled book cart weighing up to 120 pounds with 30 pounds of force between 200 to 600 feet, 2 to 4 times per hour on a carpeted surface.

PUBLIC SERVICES ASSISTANT 2 (continued)

6. Ability to occasionally push a wheeled book cart weighing up to 220 pounds up and over a 1 inch high threshold.
7. Using hands, ability to push from right to left and left to right with 10 pounds of force.
8. Ability to use one hand to squeeze and push a bookend from right to left and left to right.
9. While standing, ability to bend at waist to retrieve audio-visual or other library material items from a Return Bin and place item on a table or book truck.
10. Ability to process 15 Hold Bin items every 10 minutes: open the book, remove the transfer slip, scan book's barcode with a hand-held scanner, place slip in each book, and place the book on a book truck in alphabetical order.
11. Ability to process 50 audio-visual items every 15 minutes: open an audiovisual case, scan the item with a hand-held scanner, close case, and place item on book truck.
12. This position requires: a) repetitive movements of hand, wrist, arm, elbow and shoulder; b) the ability to stand on feet for up to 8 hours; c) the ability to move full range of motion: bend at waist, squat, twist, reach, and kneel; and d) the ability to balance on a step stool, reach overhead, and remain balanced.

MINIMUM QUALIFICATIONS:

1. **Requires** a high school diploma or GED.
2. **Requires** computer experience and at least 6 months of job-related experience: customer service, public service, administrative or clerical experience that included public contact.
3. **Requires** the ability to read, write, file and sort alphabetically and numerically.
4. **Requires** the ability to perform the job's physical requirements as explained in "Required Physical Abilities" above. The selected candidate will be required to successfully pass a physical capacity test that will evaluate the candidate's ability to meet the job's required physical abilities as listed above. PPLD will arrange, fund, and conduct this test at an outsourced location.
5. **Requires** excellent communication skills, ability to work in a team environment, a "whatever it takes" work ethic, and an excellent customer service attitude! Bilingual ability is a plus.
5. **Requires** the ability to work the schedule listed on the first page of this vacancy announcement. Schedule will require some weekend hours and is subject to change based on branch needs.