

PUBLIC SERVICES ASSISTANT 4 MOBILE LIBRARY SERVICES

(20 hours per week, non-exempt, 2 positions available)

Position # 250043004 and 250043005

DATE POSTED: February 9, 2017

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

STARTING WAGE: \$11.34 per hour + partial benefits (for benefits information, please see:
<http://ppld.org/jobs/benefits>)

POSITION HOURS: 20 hours per week per the following current work schedule:

Week 1: Monday and Saturday 7:30 a.m. – 6:00 p.m.

Week 2: Thursday and Friday 7:30 a.m. – 6:00 p.m.

Monthly staff meetings every 3rd Wednesday from 4:45 p.m. – 6:15 p.m. or Fridays 7:45 a.m. - 9:15 p.m.

Monthly customer service or circulation trainers team meetings 8:00 a.m. – 9:30 a.m.

NOTE: 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.

PROCEDURE FOR APPLICATION:

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.
4. Submit a 250 – 300 word essays as instructed under "QUALIFICATIONS" on page 3

CLOSING DATE: Online application materials must be received by **February 23, 2017 at 9:59 p.m. MST**

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, in accordance with Colorado law.

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, genetic information, 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.

PURPOSE

It is the mission of the Pikes Peak Library District to inform, empower, inspire, and entertain through library services and resources that enrich individual lives and build community. This position operates in a diverse environment to help fulfill the mission of the Library by providing library services and materials delivered on mobile libraries throughout the community.

ESSENTIAL FUNCTIONS

1. Provides excellent customer service and maintains a courteous, positive image of the Library when interacting with patrons and staff; maintains patron and staff confidentiality
2. Performs all functions in a manner safe to oneself, co-workers, and library patrons; Initiates appropriate procedures in the event of an emergency
3. Explains overall library policies and procedures to patrons; keeps informed about library and departmental information
4. Operates and drives mobile library vehicles. Adheres to Department of Transportation regulations, including daily vehicles inspections and the immediate reporting of maintenance concerns.
5. Troubleshoots computer, wifi, antennae, and office equipment problems
6. Provides circulation, billing and information services to patrons; providing instruction in using the on-line catalog; places, suspends, and removes patron holds; refers patrons to appropriate staff for reference questions
7. Performs a variety of clerical duties (including processing materials, filing, completing transfers/holds, weeding books, balancing/closing the cash drawer, sorting/shelving books and library materials, etc.)
8. Assists with training for new mobile library employees and volunteers
9. May be assigned to specific areas of emphasis (i.e. billing, non-possession, supplies, etc.); participate in special projects or programs for patrons, community outreach or be on teams as assigned;
10. Performs other job-related duties as assigned

REQUIRED EXPERIENCE/KNOWLEDGE/ABILITIES

1. Present a positive image of the library in attitude, communications, appearance and performance of duties in both public and staff areas.
2. Effective team member, have a "whatever-it-takes" work ethic, and have an excellent customer service attitude
3. Ability to problem-solve and troubleshoot library accounts, computers, vehicles, etc.
4. Provide efficient, courteous public service; ability to calmly and effectively assist patrons in difficult situations
5. Possesses knowledge of office equipment operation; ability to problem solve; flexibility
6. Safely drive and park Mobile Library vehicles; ability to navigate; adhere to all Department of Transportation regulations; recognize mechanical problems and assess safety and weather conditions
7. Knowledge of basic library practices and procedures; must be able to accurately and efficiently file alphabetically and numerically
8. Learn and use library computer software which may include SIRSI, email, Internet, MS Office software applications
9. Possesses good verbal and written communication skills; ability to understand and follow verbal and written instructions; ability to maintain a high level of accuracy and concentration
10. Work independently and effectively organize work without close supervision; shows good judgement in all interactions
11. Effectively prioritize tasks based on requirements and situation

PHYSICAL REQUIREMENTS:

1. Special conditions: Ability to work in close quarters, with the possibility of no heat or air conditioner, the possibility of working outside and no immediate access to bathrooms
2. Majority of work performed in a Mobile Library. Travel on the Mobile Libraries for 8 hours a day and

- occasionally travel by car
3. Exposure to potential hazards: electrical, chemical, noise, heat, poor ventilation, etc.
 4. Sit or stand and use a computer for extended periods and operate standard office equipment
 5. Bend and reach between floor and 5 1/2 feet high repetitively 30 times per 1/4 hour, and reach up to 78 inches high using a 13 inch stool, 10 times per 1/4 hour
 6. Grasp and place 3 inch wide items repetitively, 30 times per 1/4 hour and grasp and place light weight items that are between 4-5 inches
 7. Lift between 1–10 lbs, 30 times repetitively for 1/4 hour and occasionally lift between 10–20 lbs.
 8. Push and steer a wheeled book cart weighing up to 220 lbs with 30 lbs of force between 200–600 ft, 4-6 times per hour, on a carpeted surface, over a threshold and into the Mobile Libraries
 9. Scan items with handheld scanner 30-40 times per 1/4 hour; open, insert slip of paper, and close DVD/CD/VHS cases and books 30-40 times per 1/4 hour
 10. Stack empty bins and slide and lift partially full bins
 11. 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; climb and d) the ability to balance on a step stool, reach overhead, and remain balanced

QUALIFICATIONS

1. Requires a High School diploma or GED
2. Requires a computer experience and at least 1 year of job-related experience: customer service, public service, administrative or clerical experience that included public contact. Prefer experience working in a library.
3. Requires excellent written and verbal communication skills, the ability to work cohesively in a team environment, a “whatever it takes” work ethic, and an excellent customer service attitude
4. Requires intermediate-level proficiency using Microsoft software applications (specifically MS Word, Excel, and Outlook). Prefer candidates that can accurately type at least 45 wpm.
5. Requires the ability to read, write, file, and sort alphabetically and numerically
6. Requires a valid Colorado driver's license; requires a clean driving record; completion of a driver's application; passing a road test administered in-house; requires incumbent to undergo and pass a physical examination in accordance with DOT regulations and receive a certification. Recertification will be required on an on-going basis.
7. Must pass the background check conducted by Schriever AFB, in order to be issued a DBIDs (Defense Biometric Identification Data System) card for access to the base.
8. Employees are required to submit to a drug test in the event of an accident (any accident not just motor vehicle).
9. 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. PPLD will arrange, fund, and conduct this test at an outsourced location.
10. Requires the ability to work the schedule listed on the first page of this vacancy announcement. Schedule may be subject to change based on Library District needs.

Requires an essay. In order to be considered as an applicant for this position, you must compose and submit a typed, double-spaced, 250- to 300-word essay in response to the following question:

Describe a problem you've solved or a problem you'd like to solve. It can be an intellectual challenge, a research query, an ethical dilemma-anything that is of personal importance, no matter the scale. Explain its significance to you and what steps you took or could be taken to identify a solution.

Upload the file(s) with the application and name it “Essay”. Applications that are submitted without the above requested essay will not be considered for this position. Please attach your essay to your PPLD online job application form using the format extensions listed in procedures for application above. You may include a resume and/or cover letter if you wish.