



VACANCY ANNOUNCEMENT

*Open to all qualified current staff
and external applicants*

LIBRARY ASSOCIATE PENROSE

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

Position # 170120216 & 170125203

DATE POSTED: December 20, 2018
LOCATION: 20 N. Cascade Ave., Colorado Springs, CO 80903
STARTING WAGE: \$17.85 per hour + partial benefits (for benefits information, please see: <http://ppld.org/jobs/benefits>)
POSITION HOURS: 20 hours per week based on the following schedule:

Schedule for Position #170120216:

Week 1-4:

Monday Noon – 9 p.m.
Thursday 9:30 a.m. – 6 p.m.
Sunday 12:30 p.m. – 5 p.m.

Week 5-6:

Monday Noon – 9 p.m.
Saturday 9:30 p.m. – 6 p.m.
Sunday 12:30 p.m. – 5 p.m.

Schedule for Position #170125203:

Every week:

Monday Noon - 9 p.m.
Friday 2 p.m. – 6 p.m.
Saturday 9 a.m. – 6 p.m. ****This schedule will be working 10 Sundays per year flexing hours that week.**

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. 6998
4. **Requires** a resume and cover letter indicating which position you are applying for.

CLOSING DATE: Online application materials must be received by **January 2, 2019 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). 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.

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, 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.

LIBRARY ASSOCIATE (cont.)

Position Summary: Operates in a diverse environment to help fulfill the Library's mission by providing direct customer-focused public service, implementing programs, or participating in targeted activities for Adult Services.

ESSENTIAL FUNCTIONS:

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Provides direct public services to customers as they visit the library, call on the telephone, or communicate in a virtual environment.
2. Will work 15-20 hours per week on public service desks. May work combined circulation/service desks.
3. Provides excellent customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all customer and staff interactions.
4. Assist customers with advanced computer needs; e.g. job applications and resume formatting.
5. May act as person-in-charge as assigned; assumes responsibility for safe and effective operation of the library; ensures that security and safety reports are completed accurately and submitted as required.
6. May teach classes on computer basics or other technology access topics to customers.
7. May implement pre-designed programs.
8. Performs reference and readers' advisory services.
9. Promotes library services through tours, demonstrations, talks, and displays.
10. Performs other support activities such as troubleshooting basic computer and office equipment.
11. Maintains confidentiality in all patron and staff interactions.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

1. Provides support for specialized projects, services, programs and activities related to divisional strategic goals and objectives.
2. Keeps informed about Library and department information.
3. Attends regular department meetings and scheduled All-staff meetings.
4. Performs other job-related duties as assigned.

REQUIRED EXPERIENCE / KNOWLEDGE / ABILITIES:

The employee is expected to perform or possess the following:

1. Knowledge of Pikes Peak Library District's policies and procedures and ability to follow them.
2. Ability to act as an ambassador of PPLD by promoting its mission and vision to the public.
3. Knowledge of current library services and trends.
4. Ability to effectively organize daily work under general supervision.
5. Ability to work as part of a team, demonstrating an excellent customer service attitude.
6. Knowledge of basic computer technology and applications and ability to effectively train others.
7. Flexible and can actively support change in order to meet strategic goals and objectives.
8. Excellent verbal and written communication skills; maintains effective relationships with patrons, coworkers, and staff at all levels.
9. Ability to effectively use applications software, including Microsoft Word, Excel, Access, and Outlook, along with standard office equipment.
10. Ability to use personal computers and other business machines, as well as specialized equipment contained in the makerspaces.
11. Ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.

LIBRARY ASSOCIATE (cont.)

12. Ability to promote the use of library resources and programs through effective communications.
13. Ability to conduct effective patron interviews to determine a user's needs.

Education and Experience:

1. Requires a Bachelor's degree in any field.
2. Requires a minimum of one year of library experience or other public service experience (library experience preferred).
3. Requires basic experience with computer equipment and software applications.
4. Bilingual ability is a plus in serving a diverse community.
5. Bilingual ability is a plus in serving our diverse patrons. Hablas español?

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 occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 35 pounds. Ability to push a loaded book truck required.

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.

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:

“What is your definition of excellent customer service? How would you rate yourself on a scale of 1-10?”

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.