

JOB DESCRIPTION

Job Title: Mobile Services Assistant

FLSA Status: Non-Exempt **Salary Grade and Salary Range:** Grade 3 \$19.07 - \$24.80

Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

Job Overview

The Mobile Services Assistant drives the Bookmobile or Sprinter Van to locations within the community and provides support and assistance to patrons by responding to a wide variety of questions and requests. Duties may include assisting patrons with material checkout and facilitating library card registration. Mobile Services Assistants represent Clearview Library District at outreach events, such as school visits and community-wide events. They may also initiate, plan, and conduct library programs and outreach activities for patrons of all ages.

Essential Functions

1. Bookmobile

- Drives the bookmobile to weekly neighborhood stops and community events.
- Performs routine vehicle maintenance checks.
- Maintains current, useful, and appealing collections on the Bookmobile.
- Curates experiences for patrons through activities, games, and storytimes.
- Actively promotes and informs the public of bookmobile stops and seeks opportunities to increase visitations and visibility.

35%

2. Outreach and Programming.

- May assist with the coordination of Lobby Stop services, which includes selection and delivery of library materials, as well as outreach programs to senior residential facilities.
- Actively promotes library services and programs throughout the library district.
- Collaborates in the planning and implementation of programs for the Summer Adventure Program.
- May assist with the management of community exchange shelves using personal or District vehicle.
- May plan and conduct outreach storytimes and/or programming for patrons of all ages..
- May be called upon for backup coverage for in-house storytimes and programs.

30%

JOB DESCRIPTION

3. Customer Service

- Provides exemplary customer service to all who use library services, whether in person, online, or by phone.
- Provides suggestions to readers, and instructs patrons on the use of the library catalog and locating items.
- Places library items on hold and/or requests interlibrary loans for patrons.
- Offers patron assistance on the use of computers, computer programs, databases, printing, scanning, and electronic devices.
- Responds to patrons' written inquiries through email and telephone correspondence.
- Listens to patron feedback and shares feedback through appropriate channels.

25%

4. Other duties as assigned.

10%

Total 100%

JOB DESCRIPTION

Autonomy

The results of the work are defined. This position determines how to accomplish tasks. The supervisor provides overall direction.

Supervisory Responsibility

None

Education and Experience Required

Requires a two-year college degree or equivalent coursework and/or an equivalent amount of library experience. Must have a valid Colorado driver's license and a good driving record.

Knowledge, Skills, and Abilities

- Demonstrate ability to think logically, exercise initiative, and act in the best interest of the library.
- Must be able to remain on your feet for extended periods of time, including during community events and neighborhood canvassing for new outreach opportunities.
- Experience working with children of all ages is preferred.
- Knowledge/ability to teach STEAM concepts, including the use of a wide array of high and low-tech toys.
- Storytime and/or programming experience in a library setting is preferred.
- Readers' advisory experience preferred.
- Effective at working with a wide range of constituencies.
- Proficient in oral and written communication and social skills.
- Demonstrated ability to think logically, exercise initiative, and act in the best interest of the library.
- Dedicated to being a part of a team.
- Ability to use basic office technology tools and aptitude for learning the use of new technology.

Work Environment

Position may require being up and moving around the Library and at times stationary at work station. The job requires stooping, bending, squatting, and stretching. Occasional lifting, such as three or four reams of paper, four or five books, or other materials (up to 25 pounds) may be required. Required to use motor coordination with finger dexterity (with keyboard, shelving), eye-hand coordination, data entry, and computer use for accessing information. Should be conscious of appropriate ergonomics and workstation setup.

Professional and service-oriented work environment, open to the public throughout the week including nights and weekends. The environment is welcoming, inspiring, creative, and team-oriented.

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required for the job.

Date Created: February 1, 2025