

WORCESTER COUNTY LIBRARY – EMPLOYMENT OPPORTUNITY

We are now accepting applications for a part-time position for our Mobile Services Department. The position is budgeted for 1040 hours per year, approximately 15-25 hours per week.

Job Title: Mobile Services Assistant

Minimum pay for this position is County Pay Grade 8/Step 8: \$16.49/hour. Actual starting pay will depend on qualifications and experience.

Under the direction of the Mobile Services Coordinator, this position assists patrons using the “Pop-Up Library” and performs tasks related to outreach programs and services. Works closely and collaboratively with staff in all departments as needed. Work schedule includes some evening and weekend hours. This position may include temporary or substitute work at different branch libraries.

Duties and Responsibilities:

- Operates non-commercial weight (under 26,000 pounds) vehicle on a regular basis to organizations and events outside the library.
- Assists with daily vehicle checklist and logs and immediately communicates vehicle issues to Mobile Outreach Manager, noting mechanical and vehicle body defects
- Ensures safety of children and customers approaching and using the “Pop-Up Library” to the greatest possible extent
- Takes action and knows the procedures to deal with potentially disruptive or unsafe situations
- Assists organizations, groups, and individuals with access to library collections, including vehicle’s onboard collection.
- Performs circulation and public service tasks, including checking materials in and out, creating customer accounts, collecting fines, shelving materials, placing and filling customer holds, and explaining Library services and policies.
- Provides suggestions, when requested, about materials a customer may want to read, listen to or view
- May assist with programs for children, young adults, and adults
- Maintains good relationships with local organizations and event coordinators.
- Communicates effectively with patrons and colleagues in person, on the phone, electronically, via social media, and in front of large crowds.
- Complete special projects as needed
- Ensures confidentiality of information and records and complies with the record retention schedule.
- Adheres to the Worcester County Government and Library Personnel Rules & Regulations.
- Comply with safety programs, procedures, training, fire drills, COOP plans, etc.
- Attends appropriate staff training to support library customer service goals
- Performs other clerical and customer service duties, as assigned

Qualifications and Skills

- Bachelor’s degree, or associate degree (or two years of post-secondary education); or high school diploma and 1 year of experience working in public service
- Demonstrated ability and enthusiasm for working with the public
- Knowledge of or ability to learn the basic principles and practices of public library service
- Ability to become proficient in the use of the library’s automation system
- Working knowledge or the ability to acquire a working knowledge of personal computers, including word processing software and Internet use
- Composes confidential and non-confidential correspondence and maintain confidentiality

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- Good communication skills and an aptitude for public service
- Ability to work as a team member and to be flexible and creative in a changing environment
- Valid driver's license and driving record of less than 4 points (MD).
- Ability to work in a fast-paced environment with interruptions
- As this is a drug free environment you will be required to take a drug test before starting employment

Working Conditions

Physical demands of position include:

- Communication skills: effectively communicate ideas and information both in written and oral form
- Reading ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
- Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form
- Time management: follows priorities set by supervisor, communicates if/when adjustments are necessary
- Mobility: travel to meetings outside library
- Mental demands of position include:
- Communication skills: effectively communicate ideas and information both in written and oral form
- Reading ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
- Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
- Time management: follows priorities set by supervisor, communicates if/when adjustments are necessary

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To apply, please complete a library application form (available at any branch library and on the library's website: www.WorcesterLibrary.org), along with a cover letter and resume, if you wish, and send to employment@worcesterlibrary.org or mail to

Employment
 Worcester County Library
 307 North Washington Street
 Snow Hill, Maryland 21863

Open until filled.