



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: Library Advisor - Customer Experience DATE OPENED: 11/3/16

DEPARTMENT: Library CLOSING DATE: 11/22/16

If you have any questions about this position vacancy, call: (406) 758 - 5824

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non - Union

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 13.77 per Hour

TEMPORARY

SALARY AT:
1 YEAR STEP: \$ 14.32 per Hour
2 YEAR STEP: \$ 14.90 per Hour
3 YEAR STEP: \$ 15.20 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

TYPING TEST REQUIRED? NO YES _____ = _____ NET WORDS PER MINUTE

PLEASE NOTE: Any required typing or skills test must be completed before the position closing date and the certificate must be attached to your application. Certificates must have a completion date within 6 months of the date the application was submitted to the Flathead Job Service Workforce Center. Please contact the Flathead Job Service Workforce Center at (406) 758-6200 for information on how to complete the required test(s).

SEE ATTACHED JOB DESCRIPTION. Additional information:

Seeking a customer-focused individual, 40 hours per week, to help library users explore, discover and create at ImagineIF Libraries. Fluency with all manner of information technology and a collaborative and inquisitive work ethic are essential. Most work is performed at ImagineIF Kalispell; infrequent travel to libraries in Bigfork and Columbia Falls also required.

Please submit COVER LETTER and RESUME with application to the Flathead Job Service Workforce Center.

APPLICATION FORMS FOR THIS POSITION CAN BE OBTAINED AT:

Flathead Job Service Workforce Center
427 First Avenue East
Kalispell, MT 59901

OR ON FLATHEAD COUNTY'S WEBSITE:

http://flathead.mt.gov/human_resources/jobs.php

ALL COMPLETED APPLICATIONS MUST BE RETURNED TO THE FLATHEAD JOB SERVICE WORKFORCE CENTER BY 5:00 PM ON THE CLOSING DATE. Application packets can be delivered to the address above or emailed to kalispelljsc@mt.gov. Faxed applications will not be accepted.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County, MT
Range: Stnd 16
Code: 06050

Library Advisor

NATURE OF WORK:

Positions in this classification perform general paraprofessional work of a varied nature at the library. Work is performed under the supervision of the department manager, and performance is reviewed for the demonstrated knowledge and acceptance of FCLS and Flathead County policies and procedures as well as FCLS Core Values.

Library Assistants may be periodically asked to work at different locations.

PRINCIPLE JOB PRIORITIES/REPRESENTATIVE EXAMPLES OF WORK

(Not all inclusive and may be modified at any time.)

1. Assists library customers in person, on the phone, and via email
2. Informs and assists library customers with research activities using print and electronic resources.
3. Assists in the planning and implementation of children's storytime, teen or adult programs
4. Assists customers in using the library's computers and other equipment, and in locating materials
5. Technical Processes: provides technical support in the acquisition, receipt and processing of library materials for public use.
6. Circulation: customer interactions including check-in/check-out, and processing of applications; readying materials for shipment to Partner libraries and other branches, etc.
7. May oversee and direct the work of volunteers and shelvers
8. Assists with upkeep of the library including shelving of materials, shelf reading, and general cleanliness
9. Attends monthly All-Staff meetings
10. Achieves Montana State Library certification
11. Accepts and adheres to Flathead County Library System Core Values, policies and procedures

SELECTION FACTORS

(These factors will be the basis for selecting the most qualified applicants to be interviewed. Applicants selected for employment must satisfactorily demonstrate possession of these factors during and after a prescribed probationary period for continued employment.)

Knowledge of:

- standard library reference tools including the online catalog, internet and databases
- established library methods, techniques, services, and materials

Skill in:

- interpersonal relationships
- research techniques and cognitive reasoning
- the use of computer technologies, including MS Office Suite software and the Internet

- written and oral communication
- basic math including counting money and making change

Ability to:

- establish and maintain effective working relationships with supervisor, co-workers, and library customers
- acknowledge and accept differences in a diverse work environment
- work both independently and collaboratively
- remain flexible and positive in an environment of constant change
- focus on professional growth within the position
- perform routine reference and reader's advisory work
- perform clerical and library tasks effectively and according to established procedures and with attention to detail
- communicate effectively and respectfully, patiently and courteously with coworkers, customers, and other community members
- periodically provide guidance to volunteer or student help
- work a varied schedule including nights and weekends at any library location

GENERAL RECRUITMENT INDICATORS:

(Person applying for a position in this class should have the following experience and/or training)

1. 4-year college degree and one year of experience in a library or other customer service setting with considerable public contact
2. Desire to work with the public is essential; must be comfortable working with people of all ages, from children and teens to senior citizens, individually and in groups
3. Any equivalent combination of education, experience and training which indicate possession of the knowledge, skills and abilities listed
4. The ability to lift and carry up to 50 pounds.
5. Must have a valid driver's license and means to travel to branch libraries; working in any of the branches may be necessary depending on assignments and needs of the library.

The statements in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the work load.

<u>Action</u>	<u>Date</u>	<u>Reference</u>
Adopted	4/27/10	Commissioners' Minutes
Revised	3/8/12	Commissioners' Minutes
Revised	1/9/14	Commissioners' Minutes
Revised	7/1/14	HR Salary Recommendation Transmittal Signed 5/28/2014