**Job Description**

Position Title: Fiction & Media Assistant

Classification: 7

Supervisor Title: Fiction & Media Manager

FLSA Status: Non-Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to work pleasantly and effectively with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to communicate clearly.
4. Ability to use various technologies to complete work.
5. Ability to follow library policies and procedures.
6. Ability to work independently and productively.
7. Ability to understand, practice and demonstrate the library’s Standards of Excellence for Public Service.

## POSITION SUMMARY

Under the supervision of the Fiction & Media Manager, this employee is responsible for providing customer service at the Fiction & Media desk, assisting patrons with the catalog and other library resources, and assisting in planning and presenting programs.

Specific responsibilities will be assigned by supervisor on the basis of experience, skills, and specific needs of the department and number of hours worked.

## REQUIREMENTS FOR THIS POSITION

1. Familiarity with a variety of media and fiction materials.
2. Develop and use effective reference and readers advisory skills and practices.
3. Proficiency with technology including Gsuite, ILS, online searching, computers and tablets.
4. Ability to perform searches and demonstrate proficiency in job-related software and technology.
5. Knowledge of patron reading, music, and film interests.

## EDUCATION/EXPERIENCE REQUIRED

1. Bachelor’s degree or equivalent knowledge and skill in area(s) related to the   
   responsibilities of this position.
2. Minimum one year customer service experience.

## ESSENTIAL FUNCTIONS

1. Provides reference and readers advisory service to patrons utilizing electronic and print resources while promoting the library’s collections, programs and services.
2. Assists in program and/or service development including displays, bibliographies, and special projects.
3. Completes service transactions with patrons and satisfies their needs in person & on the phone.
4. Participates in relevant training, continuing education and/or professional development.
5. Performs other duties as assigned.

## PHYSICAL REQUIREMENTS

1. Frequent sitting, some walking.
2. Lifting 35 lbs., bending, stooping, climbing, pushing, pulling up to 75 lbs., reaching, handling, and fine manipulation skills.
3. Vision for near and far.