

Montgomery County-Norristown Public Library Position Description

Position Title:	Support Staff I
Supervisor:	Head, Readers' Services
Department	Circulation
Number of Employees directly supervised	0
Fair Labor Standards Act status:	Non- exempt

General Responsibilities and Examples of Work

- Assisting patrons at the Circulation Desk
- Helping patrons using the photocopiers and other equipment
- Operating the telephone switchboard (answering incoming calls, routing calls to appropriate departments, etc.)
- Shelving and retrieving materials
- Entering, retrieving and applying patron registration data in the library's automation system database
- Other clerical functions, such as typing correspondence, as required
- Assist with development and implementation of adult and teen activities
- Assist with publicity related to all programs and services, including printed material and displays
- Assist with marketing library services through Social media
- Carries out job functions without posing a health or safety threat to self or others
- Other assistance as needed

Qualifications for Employment

- Must possess a high school diploma or equivalent.
- Previous work experience of 1-4 years
- Must have customer service-driven attitude and recognize the need for and importance of confidentiality
- Must have strong clerical and organizational skills, ability to use computers efficiently
- Ability to provide back-up support to Library Social media effort preferred
- Must possess excellent verbal and written communication skills.
- Must have valid PA driver's license and the ability to work at any of the Library's locations
- Potential employment is contingent upon prior submission to employer the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Completion of PA State Mandated Reporter Training within 30 days of hire is also required.

Physical Demands or Requirements

Strength/movement requirements

- *Able to stand and/or walk for 1-2 hours at a time*
- *Able to sit for extended periods of time*
- *Able to lift or move 20 pounds at a time*
- *Able to use computer keyboards, telephones, and other standard office equipment*
- *Able to reach and life overhead, and bend or stop to floor level*

Manual/physical dexterity requirements

- Able to manipulate keyboard of computer, typewriter or other office equipment*
- Able to manipulate mouse, pointing device or other input device*
- Able to manipulate data cables, cords, connections, or similar power and data devices*
- Able to manipulate pages of books, insert and remove disks, manipulate library materials*

Communication requirements

- Able to use telecommunication devices to hear and speak with staff and public*
- Able to see, understand and create written material*