

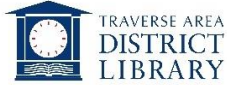
Job Opening

**Desk Attendant – Technology Center
Main Library
Part-time – Maximum 19 hrs per week**

We are seeking an enthusiastic, team-oriented individual who excels in customer service and has experience and interest in using and helping others use technology. Working under the general supervision of the Assistant Director for Technology, this individual will be responsible for assisting users of the main library's Technology Center, staying up to date with the technology provided by the library, and serving as the first point of contact for the technology department. Please see the attached job description for full details.

Wage Range: Position starts at \$11.25 an hour with step increases to \$12.00
Deadline for applications: November 19, 2021

If you are interested in applying for this position, please submit your resume, a fully completed TADL application form along with a cover letter to: Human Resources, Traverse Area District Library, 610 Woodmere Ave., Traverse City, MI 49686 or by email to jobs@tadl.org. For questions, please call 231-932-8549 or email jobs@tadl.org



Job Description

Job Title: Technology Center Desk Attendant
Department: Technology
Reports to: Assistant Director for Technology

Classification: Part-Time
FLSA Status: Non-Exempt
Effective Date: July 15, 2021

SUMMARY

The Technology Center Desk Attendant, a member of the library support staff, is responsible for monitoring and assisting patrons in using the library's technology services including the computers in the Technology Center, wireless network access, online resources and TADL digital services.

To perform this job successfully, an individual in this position must adhere to the Library's mission, vision, and core values and be able to meet or excel in the following representative responsibilities, knowledge, and abilities:

ESSENTIAL DUTIES AND RESPONSIBILITIES - GENERAL

- Monitors patron usage of the Technology Center within the library policies.
- Supports and enforces the library Behavior Policy.
- Assigns computer usage access and assists patrons in the use of the Technology Center services such as printing, faxing, scanning, website access, etc.
- Fulfills 3D printer orders.
- Stays abreast of technology-based services provided by the library, including lab software, wireless access, TADL mobile app, and online resources.
- Works evenings and weekends.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of library policies, procedures, and best practices for providing public library services to all patrons.
- Ability to provide exceptional customer service.
- Ability to work effectively with the public and other employees.
- Familiarity with the MacOS S and/or MS Windows operating systems.
- Ability to communicate effectively.

EDUCATION, EXPERIENCE or OTHER Qualifications include:

- Graduation from an accredited high school.
- Skilled in the use of computers and other devices, various software, web technology, online services, and other social media platforms and apps.
- Background in customer service

Although reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions, visual and communication ability is required.