EMPLOYMENT OPPORTUNITY

The Bloomfield Township Public Library is seeking a professional and resourceful Clerical Assistant to provide support to patrons at the Computer Help Desk. Bloomfield Township Public Library is a Class 5 Library, with a service population of 41,070 people. There is strong community support for the Library and its collections, services and programs offered. Technology is integrated into Library services. The successful candidate will have a strong commitment to provide quality service to the staff and the public and the desire to work in a collaborative, team environment.

POSITION TITLE: Systems Clerical Assistant
DEPARTMENT: Systems, reporting to Systems Department Head
RESPONSIBILITIES:

- Provides positive, pleasant professional patron support at the public service Computer Help desk, in the Computer Center, and Computer Lab
- Monitors the proper use of study rooms
- Demonstrates and provides one-on-one instruction to Library visitors in the use of copiers and computers in Computer Center
- Follows Computer Center opening and closing procedures
- Directs Library visitors to appropriate public service desks
- Maintains and troubleshoots computer and copier equipment in the Computer Center and Library
- Maintains inventory of computer and copier supplies
- Assists in the development and implementation of Library policies and procedures.

REQUIREMENTS:
Minimum:

- High school diploma; knowledge of various computer hardware and software, such as Microsoft Office, Internet and Social Media, printing and scanning, etc.
- Able to lift, push, and/or pull at least 50 pounds; able to visually review materials and discern voice and audible tones
- Strong attention to detail
- Dependable and flexible work habits
- Desire to serve the public in a positive manner

Desirable:

- Public library work experience
- Experience supporting public computer users.

HOURS: Part-time, 15 hours weekly. Includes evenings and weekends; Sundays paid at time and one-half in addition to the 15-hour schedule.

WAGE & BENEFITS: $14.40 to $19.03 per hour, per hour with increase possible upon successful completion of three month orientation.

APPLICATION:
Due Monday, April 15, 2019. A resume, cover letter, and a clerical skills test must accompany your application. The application and the test are available at the Library's Welcome Desk. The application is also available on the Library's website at btpl.org/about-us/employment-volunteer/

MAIL TO: Careers
                    Bloomfield Township Public Library
                    1099 Lone Pine Road
                    Bloomfield Township, MI 48302

                    OR email to careers@btpl.org

SYSTEMS CLERICAL ASSISTANT
TYPICAL WORK WEEK'S TASKS

A typical work week for the Systems Clerical Assistant may include:

- clean public PC and MAC monitors and keyboards and mice
- answer and solve questions or problems from public on general hardware and software
- set up PCs, MACs, and other equipment
- assist patrons with public computers and equipment
- monitor study room use
- inventory copier supplies
- maintain technology-related usage statistics
- assist with Systems' projects as directed
- draft "quick start" guides for specific pieces of equipment
- complete filing, word processing, and other clerical tasks to complete projects or assist Systems' Department staff
- instruct Library visitor in how to enlarge or reduce documents using copier
- direct question on Library's online databases to Adult Services or Youth Services librarians
- fill copier trays with paper
- clear jam in copier
- set up equipment for class in Computer Lab
- draft usage report of computer Lab, computer center, and study rooms
- explain Internet Access and Library Conduct policy to library patrons
- explain differences between using MAC and PC in Computer Center
- complete closing procedures, including replenishing and tidying printers and copiers
- report repeat problems from equipment or software to Systems staff
- complete Systems work orders as delegated