



Position Title:	Cook Library Center Assistant	Direct Reports:	None
Location:	Cook Library Center	Classification:	Non-Exempt
Reports To:	Chief Operating Officer	Approved Date:	7/23/2021

Salary Range and Benefits: This position is part-time and hourly, 32 hours/week with a pay range of \$15/hr to \$16/hr. Benefits include paid vacation days, personal/sick PTO, health insurance, and dental coverage options.

Position Summary:

The Cook Library Center (CLC) Assistant is responsible for managing the CLC catalog and shelving as well as assisting the Chief Operating Officer in the day-to-day operations of the CLC.

Organizational Guiding Principles:

Institutional culture has historically marginalized Black, Latinx, and Indigenous communities, and our neighborhood is no exception. At Grandville Avenue Arts & Humanities (GAAH), we push against that culture and engage with our neighbors through the arts and humanities to cultivate curiosity, creativity, and trusting relationships in ways that validate them as they forge new pathways.

The key characteristics that we look for in employees, volunteers, and board members are:

- **Eager to learn and unlearn:** We are willing to lean into discomfort to better understand each other and those we serve.
- **Accountable to the team:** We build trust and community by taking responsibility for our actions even when good intentions have negative consequences.
- **Committed to the neighborhood:** We cultivate a flourishing neighborhood by practicing reciprocity and listening well.

Essential Responsibilities:

1. Manages the circulation of books, computers, and other CLC media. Oversees the Cook Library Center catalog (libib.com cloud cataloging system), selects books for purchase, and inputs new books into the library database. Assists with maintaining the cleanliness and organization of library shelving, furniture, and displays.

2. Works directly with CLC Family and Volunteer Coordinator to ensure front desk coverage and services. Desk operations include, but are not limited to; managing incoming calls, greeting families and visitors, informal translation of documents, faxing and printing documents, and patron registration for CLC programs and borrower ID cards.
3. Maintains a safe space by monitoring activity at the CLC, working with other staff and community members to establish and follow community agreements. Maintains student relationships, manages behavioral issues, and works to meet the needs of CLC students and families to ensure they are able to participate in CLC programs. Facilitates dialog with parents as necessary to resolve issues regarding student needs and behavior.
4. Assists with neighbor and family engagement to inform neighbors of program offerings, gather feedback around needs, and evaluate existing programs. Provides feedback to the COO.
5. Acts as part of the CLC staff liaison team that works with the Grand Rapids Public Library and other partners. Works to connect neighbors and patrons to other resources and services in the community that GAAH does not provide.

Non-Essential Responsibilities:

1. Assist students with homework.
2. Leading student clubs or activities.
3. Other duties as assigned.

Supervision Received:

Specific Direction: Follows established work procedures. Receives periodic checks for performance. Refers unique questions/conditions to immediate supervisor.

Supervisory Responsibilities:

Limited leadership

Qualifications for the Position: We recognize and acknowledge that not all education and experience are gained through institutional function. We welcome candidates whose lived experiences and community involvement allow them to fulfill the responsibilities of the job in ways that cannot always be easily communicated on traditional resumes, or may not have official labels, certificates, or titles. We also know that no matter your level of expertise, we will always be learning together.

Education & Experience:

1. High school diploma, GED, or equivalent.
2. Three (3) to five (5) years of experience working with individuals from diverse cultures, backgrounds, socio-economic statuses, and learning styles.
3. One (1) to two (2) years of experience managing a classroom.
4. One (1) to two (2) years of experience working with students, children, and families.

Other Knowledge, Skills & Abilities:

1. Bilingual in English and Spanish, or willing to learn.

2. Effective written, oral communication, and organizational skills.
3. Strong computer skills including Microsoft Office, web-based programs, and the like. Experience with catalog or database software is a plus. Proficient in troubleshooting computer issues as well as the ability to type, complete data entry tasks, and assist others in using computers.
4. Embraces people (particularly youth) of diverse cultures, backgrounds, socio-economic status, and learning styles to understand and address their unique needs. Listens well and is collaborative with parents to better engage families.
5. Ability to remain flexible, multitask, and be open to working through various circumstances as they arise.
6. Able to work independently and collaboratively as a team, with or without supervision in a youth-centered environment.
7. Excellent problem-solving and decision-making skills with the ability to address conflict directly and utilize resources effectively to solve logistical and operational issues.
8. Ability to make decisions on a case-by-case basis drawing on an emotional, behavioral, and procedural understanding of our student population.
9. Able to work evenings and occasional weekends, specifically during library open hours.

Core Competencies:

1. Customer Orientation: A desire to serve clients by focusing efforts on listening and responding effectively to customer questions, resolving customer problems to their satisfaction, and evaluating customer satisfaction.
2. Detail Oriented: Meticulous attention to all aspects of a situation or task and ensures accuracy in documentation and data.
3. Diversity Oriented: Ability to support the organization's diversity goals by modeling ethnic, gender, religious, or socio-economic inclusiveness.
4. Safety Awareness: Ability to identify and correct conditions that affect employee and patron safety and uphold safety standards outlined by safety management.
5. Conflict Resolution: Ability to effectively deal with others in an antagonistic situation and find a peaceful solution.

Physical Requirements:

Average Daily Physical Requirements	None	Less than 2 hours	2 to 5 hours	More than 5 hours
Work in stationary position			x	
Move about the work area			x	
Use hands/fingers to handle or feel		x		
Reach with hands and arms		x		

Ascend/Descend (stairs/ladder/etc.)		x		
Bend, stoop, kneel, crouch, or crawl		x		
Communicate with various parties			x	
Detect flavors or smells	x			
Move containers up to 30 pounds		x		
Visual acuity				x
Read and understand written word				x
Drive/Travel		x		
Operate computer and general office machines			x	
Operate Machines:	x			
Other: Shovel snow at entrances, as needed.		x		

Environmental Conditions:

Average Daily Environmental Conditions	None	Less than 2 hours	2 to 5 hours	More than 5 hours
Normal office environment: No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.		x		
Travel: Limited exposure to outside elements.		x		
Other:				

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The organization reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the organization's at will employment status.

*****All interested candidates should email a resume AND cover letter to hiring@gaah.org for consideration. Applications will be accepted through Sunday, August 8th*****