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 44,000 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 (Computer Help Desk)**

DEPARTMENT: **Systems, reporting to Systems Department Head**

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:
$16.35 - $21.61 per hour, per hour with increase possible upon successful completion of three month orientation.

RESPONSIBILITIES:
DIRECT PUBLIC SERVICE:
- 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
- Directs Library visitors to appropriate public service desks

INDIRECT PUBLIC SERVICE:
- Follows Computer Center opening and closing procedures
- 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.

DUTIES MAY INCLUDE:
- explain Internet Access and Library Conduct policy to library patrons
- set up PCs and other equipment
- clean public PC monitors, keyboards, and mice
- assist patrons with public computers and equipment
- instruct Library visitors in how to enlarge or reduce documents using copier
- inventory copier supplies
- fill copier trays with paper
- clear jams in copier
- 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

- set up equipment for class in Computer Lab
- draft usage report of computer Lab, computer center, and study rooms
- complete closing procedures, including replenishing and tidying printers and copiers
- monitor study room use
- maintain technology-related usage statistics
- report repeat problems from equipment or software to Systems staff
- assist with Systems projects as directed
- complete Systems work orders as delegated
- direct question on Library's online databases to Adult Services or Youth Services librarians

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.

APPLICATION: Due Wednesday, January 4

Your application must include:

- resume
- cover letter
- completed library application form
- clerical skills test

The clerical skills test must be taken at the Library. 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/

Careers
Bloomfield Township Public Library
1099 Lone Pine Road
Bloomfield Township, MI 48302
Email: careers@btpl.org
Fax: (248) 258-2555

Applications can also be delivered to the Library in person.

Bloomfield Township Public Library champions the power of words
to spark discovery and imagination.
For more information about the Library, visit our website: www.btpl.org