



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 (IT Computer Help Desk)**

DEPARTMENT: **Systems (IT), 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. Employee assistance program (EAP).

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 and assists with 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 supplies
- Assists in the implementation of Library policies and procedures

DUTIES MAY INCLUDE:

- Set up PCs and other equipment
- Clean public PC monitors, keyboards, and mice
- Assist patrons with public computers and equipment
- Assist Library visitors with the copiers
- Complete closing procedures, including replenishing and tidying printers and copiers
- Maintain technology-related usage statistics
- Assist with Systems projects as directed
- Troubleshoot wireless connection issues

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; ability to visually review materials and discern vocal and audible tones with or without reasonable accommodation.
- 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 Monday, January 29

Employment Start Date: early March

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/

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.

We spark curiosity and imagination by connecting the community to resources, technology, and support.

Bloomfield Township Public Library provides equal employment opportunities to qualified persons without regard to race, color, sex, sexual orientation, religion, national origin, political views, age, disability, marital status, height, weight, or any other prohibited basis.

For more information about the Library, visit our website: www.btpl.org