



JOB DESCRIPTION

TITLE: Summer Intern

DEPT.: Youth & Teen Services

REPORTS TO: Youth & Teen Manager

CLASSIFICATION: Non-Exempt

Objective:

Provides excellent summer reading support to library visitors at public service desks as a member of the Adult Department or Youth and Teen Services Department.

Duties:

1. Provides positive front-line interactions with members using library resources. Delivers reliable and accurate reference and readers advisory assistance to members in person, on the telephone, or electronically. Instructs and assists members in the use of library resources and technology.
2. Supports staff in hosting of staff-led programs, paid programs, special events, and outreach events which are part of the summer reading program.
3. Provides summer reading enrollment and completion statistics, runs reports as needed.
4. Effectively conveys library policies and procedures to the public.
5. Performs other duties as assigned.

Minimum Qualifications:

Education: High school diploma, or equivalent

Experience: None required. Customer service experience preferred. Fluency in written and spoken Spanish or other language commonly spoken in the district is preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email and computer technology

- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Knowledge of Windows and MS Office
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility: None.

Physical Requirements:

- Speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- Ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally
- Prolonged sitting and repetitive keyboard use

Working Conditions:

Work is performed in a typical library environment. Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.