

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Front Door Monitor
REPORTS TO: Facilities Manager

DEPT.: Facilities
CLASSIFICATION: Non-Exempt

Objective:

Greet visitors at the front entrance and count number of visitors entering/exiting the building with a tally counter. Ensure that appropriate behavior is maintained professionally and in accordance with the policies and procedures of the Library District.

Duties:

1. Greet Library visitors as they enter the building.
2. Count the number of visitors entering and exiting the building with a tally counter.
3. Patrol Library entrance to maintain an appropriate and safe environment for patrons and staff by enforcing Library policies.
4. Collaborate with Security and person in-charge when necessary.
5. Notify Facilities staff and Administration of building issues, including but not limited to problems with toilets, elevators, HVAC, etc.
6. Provide support tasks as needed, including but not limited to directional information.
7. May assist facilities staff with minor building and grounds issues.

Performs other miscellaneous duties as assigned.

Minimum Qualifications:

Education:

At least 2 years of High school or equivalent required.

Experience:

1 year experience interfacing with the public in comparable environment, preferred.

Skills:

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions

- Ability to adapt communication style
- Ability to communicate accurately and pleasantly in person.

Customer Service

- Ability to use good judgment following procedures in support of library policies
- Ability to work effectively and courteously with the public and staff
- Ability to handle emergency situations in a calm, capable manner

Supervisory Responsibility:

None.

Contacts:

Internal:

Library staff and management

External:

Patrons

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing and vision ability sufficient to adequately perform the duties of the job. Duties will require employee to stand or sit at front entrance podium.

Working Conditions:

Work is performed in a typical library environment. This is a temporary part-time position. Will require some weekend and evening work.