



JOB DESCRIPTION

TITLE: Workshop Assistant

DEPT: Technology

REPORTS TO: Workshop Manager

CLASSIFICATION: Non-Exempt

Objective:

Provides excellent customer service and technology assistance to visitors in the Library's makerspace and media studios as a team member of the Workshop Department.

Duties:

1. Provides positive front-line interactions with members using library resources in person, on the telephone, or electronically. Instructs, advises, and assists members with library resources and technologies.
2. Troubleshoot issues with publicly available technologies, including equipment, software, printers and copiers, and Library websites.
3. Assists with a variety of technology and maker classes and programs for all ages and audiences, including scheduled classes, outreach, and library-wide events.
4. Stays current with all Workshop and emerging technologies. Participates in professional development through library provided training, reading, and workshops.
5. Assists in general maintenance of Workshop hardware, software, and equipment.
6. Helps with testing and researching equipment, supplies, and technologies.
7. Schedules member appointments for use of computer equipment, media rooms, and study rooms.
8. Assists with inventory of library equipment and supplies.
9. May serve on library committees as assigned.
10. Performs other duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent. Some college preferred.

Experience:

Customer service or related experience in a library or comparable business or organization.

Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Experience with or ability to learn makerspace equipment (e.g. 3D printers, laser cutters, or sewing machines) and related software
- Experience with or ability to learn Adobe Creative Cloud and/or other digital media software

- Demonstrates ease and comfort with emerging technologies
- Knowledge of macOS and Apple software
- Knowledge of Microsoft Windows and 365
- Ability to troubleshoot minor problems with computers and peripherals
- Experience with or ability to learn integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases
- Ability to instruct and guide users of all skill levels in group and one-on-one settings.
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- 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
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions

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 and makerspace 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.
- Must be able to work a flexible schedule, including evenings and weekends.