



POSITION DESCRIPTION

DATE OF POSTING: December 31, 2018

JOB OPENING: Outreach Team Lead

La Porte County Public Library has an opening for an Outreach Team Lead. In this position, you will be responsible for leading the Outreach Customer Service team to create positive customer interactions and experiences on a daily basis. A valid driver's license and a for hire endorsement are required for this position.

You will work a 40 hours per week schedule which includes some evening and Saturday hours.

Application are being accepted at this time. Download and print the application form from our website at <https://laportelibrary.org/employment/>, or ask for an application to complete at any of our locations.

Submit completed application and resume to:

De Burke, HR Professional
La Porte County Public Library
904 Indiana Avenue
La Porte, IN 46350
219-362-6156, ext. 371
dburke@laportelibrary.org



POSITION DESCRIPTION

Job Title:	Outreach Team Lead	Job Classification:	Paraprofessional
Location:	Various	Reports To:	Public Services Librarian
Starting Pay Rate:	\$11.85/hour	Position Type:	Non-Exempt

JOB PURPOSE

Leads Customer Service in applying the Library's Customer Service Best Practices to create positive customer interactions and experiences on a daily basis.

ESSENTIAL RESPONSIBILITIES

- Applies LPCPL's customer service best practices (courtesy, professionalism, attitude, safety, quality)
- Supervises assigned location or work area
- Opens and closes according to established procedures
- Schedules work assignments for Customer Service Specialists
- Leads team projects as assigned
- Provides high quality customer service (provides research assistance, notary services, answers customer questions, helps customers find library materials)
- Handles materials (checks materials in and out; empties book returns; processes requested items; inspects, shelves & shifts materials; maintains orderly shelves)
- Maintains customer accounts (sets up new customer accounts, makes changes to customer information, and reconciles customer accounts)
- Works in collaboration with Community Engagement staff to plan, conduct, and promote, library classes, events, and initiatives
- Contributes content for Library's social media and creates displays according to the Marketing Plan
- Participates in collection maintenance
- Creates a safe and clean environment for customers and staff and monitors and reports issues with cleaning, mechanical systems, and building issues
- Applies Code of Conduct policy consistently with all customers
- Abides by established policies and procedures

POSITION REQUIREMENTS

- You have a high school diploma or equivalent and specialized training applicable to position
- You have a valid driver's license and a for hire endorsement
- You have previously worked in customer service for one year
- You use independent judgment
- You have proficient technology skills, with experience using the Internet, email, and willingness to learn new technologies
- You have cash handling experience using a cash drawer, register, and credit card machine
- You welcome working with all people from your community
- You are positive, adaptable, and forward thinking
- You display appropriate demeanor at all times; this includes dress, body language, and facial expressions
- You organize multiple tasks and projects to meet deadlines
- Works from various locations, as needed



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PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Office environment; exposure to materials returned in unfavorable conditions, occasional exposure to outside weather conditions, odor, noise, heat and cold
- Mobility: Frequently lifts and carries 10 pounds; occasionally pushes/pulls up to 50 pounds using cart; frequently drives a variety of company vehicles; regularly sits to do work; occasionally stands, kneels, squats, bends, twists, grasps, and reaches above shoulders to move materials;
- Vision abilities include: close, distance, color, peripheral vision, depth perception, and ability to adjust focus
- Must be able to respond to fire alarms, warning sirens, and phone pages