

OXFORD PUBLIC LIBRARY

530 Pontiac Street · P.O. Box 538 · Oxford, Michigan · 48371 · (248) 628-3034

EMPLOYMENT OPPORTUNITY

Administration

Bryan J. Cloutier
Library Director & CEO

Mary Ann Dorda
Executive Assistant

Management

Jaema Berman
Director of Adult
Services

Kim Burean
Director of Youth
Services

Rachael Quinn
Director of Teen Services

Jackie Seimer
Director of Support
Services

Sandy Herp
Director of Engagement

Facilities

Terry Brewer
Building Superintendent

Library Board

Kathy Hoeflein
President

Tony Rizzo
Vice-President

Lynn Royster
Treasurer

Julie Fracker
Secretary

DuAnne Salswedel
Trustee

Barbara Kriigel
Trustee

Position

Support Services Specialist

Education & Experience

Education: High School Diploma.

Desirable: Public library experience in circulation or support services is desired, but is not a required requisite to qualify for this position.

Experience: One (1) year of public library and/or customer service experience is desired, but is not a required requisite to qualify for this position.

Nature of the Work

As a member of the Library's Support Services Team, this individual reports to the Director of Support Services and is charged with registering patrons to permit them to borrow books, periodicals, and other library materials, charging and discharging library materials, collecting patron fees and charges, and directing patrons to appropriate personnel or departments. In many cases, this is the library patron's first and last contact during a typical library visit, therefore requiring exceptional customer service skills and attention to detail.

This position requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard, library policies, or accepted practices. Interaction with patrons to provide information in response to inquiries about patron accounts and services and to handle and resolve complaints is also part of this position. This individual plans and prioritizes work and is expected to solve problems by adapting methods or interpreting instructions.

Hours

Average 19 hours weekly, including some evenings and weekends.

Salary

\$14.00
Paid hourly

Application Deadline

1 opening.
Open until filled.

Application Process

Submit a completed resume and cover letter to:

Oxford Public Library
Attn: Jackie Seimer, Director of Support Services
PO Box 538
Oxford, MI 48371

Email submissions are accepted at: jseimer@miopl.org

11/19/2024