Fox River Valley Public Library District
Job Description

Job Title:	*Monitor*	**Grade:**	4
Department:	*Facilities*		
Primary Location:	*Dundee Library*		
Reports To:	*Facilities Manager*		

Education / Experience:	**Type of Position:**	**Hours:**
High school degree preferred *1 year work experience required* *Experience working with young people preferred*	☐Full-time ☑Part-time ☐ Intern ☐ Volunteer	☐ Exempt ☑ Nonexempt

General Description:

Under the supervision of the Facilities Manager. Conducts all appropriate duties as listed below.

Essential Functions of the job:

- *Delivers positive customer service experiences in locating library materials and navigating library services*
- *Maintains order and ensures the safety and comfort of library patrons*
- *Handles all patron related incidents that occur in the library or on library property*
- *Acts as person-in-charge (PIC)*
- *Assists patrons with check-out/return stations, locating holds and making electronic payments*
- *Reports and records vandalism in the building, restrooms, elevators and to library materials*
- *Maintains an activity log and telephones police and emergency services as needed*
- *Answers directional questions*
- *Performs light cleaning/maintenance*
- *May salt walkways when necessary*
- *Checks library email and responds to messages*
- *Enforces library policies and rules related to patron conduct and unattended children*
- *Exercises judgment in consulting/referring questions to service desks, Managers, or Person in Charge*
- *Monitors the meeting room when groups are scheduled*
- *Performs closing procedures*
- *Maintains an awareness of district programs and activities*
- *Promotes the library district by using good public relations practices*
- *Attends meetings and workshops*

- *Performs other duties as assigned*

Knowledge and Skills:

- *Ability to communicate pleasantly and effectively with the public and staff*
- *Knowledge of current technologies and electronic resources*
- *Works well under pressure*
- *Ability to work collaboratively, show initiative and exercise good judgment in making decisions and referrals*
- *Ability to bend, lift, stoop and carry*
- *Ability to use computer, keyboard and telephone*
- *Ability to stand for long periods of time*

Supervisory Responsibilities: *No*

Competencies:

Emotional Intelligence - *Aware of own strengths and opportunities for growth; Self-motivated to pursue training and personal development; Manages own emotions in stressful situations.*

Ethics - *Treats others with respect; Maintains confidentiality and inspires the trust of others; Works ethically and with integrity; Follows administrative policies and procedures; Upholds organizational values.*

Communication - *Listens to understand and requests clarification when needed; Responds thoroughly and accurately to questions; Speaks and writes clearly and concisely; Reads and understands written information and instructions.*

Teamwork - *Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.*

Adaptability - *Readily adapts to changes in the work environment; Deals positively with changes, delays, or unexpected events.*

Technical Skills –*Strives to continuously build knowledge and skills; Shares expertise with others; Proficient in applicable CCS Core Competencies.*

Dependability - *Takes responsibility for own actions; Keeps commitments; Completes assigned tasks.*

Quality - *Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Uses time efficiently.*

Problem Solving - Recognize*s problems and responds with solutions.*

Computer Skills: *Working knowledge of Microsoft Office Products, the internet, email and databases; Experience*

with integrated library system software

Other Qualifications: *Valid Illinois driver's license or ability to obtain one within 60 days of hire. Must be willing to work evening and weekends.*

Travel: *Some local travel between library locations and to occasional meetings may be required.*

Work Environment: *Noise level in the work environment is quiet to moderate*

Physical Demands:

- *Must be able to hear, comprehend and respond to the library user in person*
- *Must have visual ability to see computer screen, read call numbers and bar codes on books*
- *Must be able to manipulate computer keyboards, and calculator*
- *Must be able to lift and carry bags of books or boxes weighing up to 40 pounds*
- *Must be able to reach a height of greater than 60"*
- *Must be able to speak distinctly to large groups*
- *Must be able to drive a car and hold a valid driver's license*
- *Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials*
- *Must be able to push a cart of books weighing 100 pounds or more*
- *Must be able to bend to reach lower shelves*
- *Must be able to move or carry chairs, tables and other minor furniture*
- *Must be able to lift, move and rearrange shelves*
- *Must be able to sit or stand for extended periods during the work period*
- *Must be able to use a stool or ladder, stoop, kneel, crouch and craw*
- *Must be able to work a varied schedule as library needs dictate, including days, evenings, and weekends*

Safety and Risk Management Responsibilities:

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions.