

JOB OPENING

Title:	Support Specialist
Grade:	13 (non-exempt; hourly; bargaining unit)
Hourly rate range:	\$14.25 – 22.80, DOQ/E
Hours per week:	22.5 hours per week Schedule will include daytime, evening, and weekend hours.
Description:	Performs a variety of clerical and paraprofessional duties and provides support in multiple departments. <i>See the attachment for a complete job description.</i>
Area of focus:	Circulation, DiscoveryWorks, and Public Services
Qualifications:	High school education or equivalent and related experience or any equivalent combination of experience and training. Library experience in Circulation desired.
Benefits:	Includes paid vacation and sick leave.

To apply: Send a cover letter and resume to hr@avonlake.lib.oh.us

Application deadline: February 14, 2025

Avon Lake Public Library is an affirmative action/equal opportunity employer and public service agency.

JOB DESCRIPTION

Job Title: **Support Specialist**
Grade: 13

FLSA Status: Non-exempt / Hourly
Date: 01.13.2025

PURPOSE

- Performs a variety of clerical and paraprofessional duties.

ESSENTIAL JOB FUNCTIONS

- Performs clerical and paraprofessional duties at the service desks.
- Orders, processes, and repairs materials as assigned.
- Assists with collection maintenance.
- Provides assistance with program preparation and meeting room set-up.
- Assesses situations and troubleshoots to identify effective solutions.
- Promotes and maintains a thorough knowledge of library services and programs.
- Attends meetings, workshops, and training events and serves on committees.
- Assists with the preparation of displays.
- Assists with training new staff.
- Performs a variety of special projects in various departments as needed.
- Provides concise, timely, and accurate information, internally and externally, among all organizational levels and with all appropriate people through verbal and written methods.
- Upholds the Library's mission and imparts a positive impression of the Library.

QUALIFICATIONS

Knowledge, Skills, and Abilities:

- Willingness and ability to acquire knowledge of library operations and procedures.
- Demonstrated interpersonal skills, including the ability to communicate and work effectively with others, including all types and ages of people.
- Demonstrated flexibility and adaptability, including the willingness and ability to learn techniques and methods and to follow instructions and implement directives.
- Demonstrated general understanding of basic computer skills, including online resources, and ability to learn new technology.
- Superior customer service skills and ability to work collaboratively with others to achieve organizational goals and objectives.
- Demonstrated attention to detail, regarding accuracy and consistency.
- Flexibility in scheduling to meet the needs of the Library.

Education, Training and Experience:

- Requires a high school education or equivalent.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Avon Lake Public Library. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job will also be considered part of the job holder's responsibility.

EMPLOYEE ACKNOWLEDGEMENT

I have read this job description and discussed it with the manager/supervisor.

Employee

Date

Manager/Supervisor

Date