



Public Services Team Liaison – Full-time

Centerville, Ohio

The Washington-Centerville Public Library, a busy mid-sized suburban library serving a population of approximately 56,000 citizens in the communities of Centerville and Washington Township, is seeking a full-time Public Services Team Liaison to help us fulfill our [Mission and Values](#) and demonstrate our [Customer Service Philosophy](#)

Essential Duties & Responsibilities

- Perform customer service functions including but not limited to opening and closing procedures; sorting/shelving materials; restocking merchandising materials.
- Model exceptional customer service; provide advanced research, problem resolution and readers' advisory for all ages; handle difficult patron situations with creativity and achieve results as needed.
- Prepare department schedules.
- Approve timesheets and change of schedule requests.
- Provide staff oversight in Materials Handling Dept. and at the circulation desk; assist with task assignments.
- Monitor and evaluate work performance including employee development and feedback; conduct quarterly meetings with assigned staff.
- Provide new hire orientation and training as well as develop training content.
- Review and update policies and procedures as needed; provide monthly departmental highlights, as well as updates to Public Services Dept.
- Actively promote library services, programs and materials to public and staff.
- Manage and complete projects as assigned; work to fulfill the library's mission and values.
- Other tasks and duties as assigned.

Required Skills & Knowledge

- Bachelor's Degree or equivalent experience required.
- 1 year previous supervision with directly reporting staff.
- Strong customer service orientation with 3 years of work experience serving the public.
- Library experience preferred.
- Self-motivated, organized, efficient, and productive with excellent time management skills.
- Proficient in MS Office software, especially Excel.
- Ability to communicate clearly, effectively and diplomatically.
- Demonstrated ability to lead; creative thinker and problem solver.
- Ability to meet scheduling requirements including nights and weekends.

Compensation & Benefits

- Starting wage: \$18.96 to \$25.87 per hour
- Excellent benefits package including participation in Ohio Public Employees Retirement System ([OPERS](#))

Schedule of Hours

Hours to be determined but will include working 2 evenings a week, 1:00 – 9:00 pm; and alternating Friday and Saturday. Full-time 40 hours per week, includes Sundays per scheduling guidelines

To Apply

To be considered for this position, please submit cover letter, resume *and* WCPL application to:

Human Resources – **PSTLIA124WP**, Washington-Centerville Public Library, 111 West Spring Valley Road, Centerville, Ohio, 45458 or email to HumanResources@wcpl.lib.oh.us.

- WCPL Application can be found at www.wclibrary.info under Employment

All offers of employment will be contingent upon the candidate successfully completing a Bureau of Criminal Identification (BCI) fingerprint check