

JOB POSTING

Help Desk Support (20 Hours Weekly)

The Kelley Library is seeking an individual who will offer assistance and technical support at the Help Desk and provide courteous and helpful customer service to patrons of all ages. Responsibilities include assisting and instructing users of various skill levels in using library resources. These include assisting with printing, microfilm, and downloading eBooks & eAudiobooks. Under the direction of the Head of User Services, Help Desk Support oversees the use of public computers, TalkBox and other electronic/digital equipment and troubleshoots as needed. The library is looking for someone with strong customer service skills, the ability to work with a team and independently, and a solid understanding of the value of library services for all ages. Technical Services projects will be included as the schedule allows.

This is a part time position, 20 hours weekly (Monday- Friday, 1:00 -5:00 PM). The hourly rate of pay is \$20.05. This position has offers limited PTO as a benefit.

Please submit application and resume to Natalie Ducharme, Director, or email nducharme@kelleylibrary.org.

Experience in libraries preferred. Customer service experience preferred, with the ability to work positively with the public and staff.

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