

The Branch District Library (BDL) seeks a qualified candidate for a full-time (40 hours/week) Marketing / Helpdesk opening at the Coldwater Branch Library. The successful candidate for this position will be a creative and enthusiastic communicator, committed to providing excellent customer service to internal customers as well as library guests. The successful candidate will be required to demonstrate appropriate technology skills.

BDL is a district library serving Branch County and some surrounding areas, with a dedicated staff providing library service in six locations. Each branch has a unique personality and an expectation to offer excellent service. Our mission is to provide the people of our communities with library collections and services to meet their educational, informational, and recreational needs, and to do so in vibrant and inclusive spaces whether virtually or in-person.

## **Job Summary**

This position serves as a core member of the Marketing Team, working on BDL's social media, website, online calendar, digital signage, print materials, and more. The position coordinates with the Marketing Team leader, branch managers, and department heads to present a unified library message to the public that is informative and aesthetically appealing.

The workspace for this position is at the helpdesk of the adult computer lab at the Coldwater Branch. The helpdesk portion of this job is highly variable, from helping patrons with informational or technology questions, to printing from mobile devices, and occasionally assisting with IT department tasks.

This position will be cross-trained on the library's circulation system to occasionally offer assistance at our main service desk.

The Marketing / Helpdesk Clerk will work under the supervision of the Assistant Director, who is our Marketing Team leader.

## **Required Knowledge, Skills, and Abilities**

- Commitment to customer service excellence.
- Dependable, trustworthy, and detail-oriented.
- Ability to stay focused in a busy environment. Adapts well to change.
- Creativity in designing flyers, handouts, signs, etc., using common productivity tools.

- Understanding of the modern social media landscape and best practices.
- Familiarity with, or the ability to quickly learn, the Macintosh computing platform. The primary workstation for this position is an Apple Macintosh computer.
- Familiarity with basic use cases of typical office and word processing software.
- Familiarity with current technology, i.e., general computer literacy of Windows, iOS, and Android, general knowledge of the Internet.
- The ability to pass a basic technology competency evaluation of typical questions received at the helpdesk.
- The ability to foster an inclusive and welcoming environment for our guests.
- Friendly and comfortable working with a highly diverse population with respect to age, ethnicity, language, literacy, technology skill level, and other characteristics.
- Critical thinking skills, which can be applied to successfully answering reference inquiries and troubleshooting problems.
- Excellent oral and written communication skills in English.

## **Education, Experience, and Training**

- A high school diploma, or equivalent, is required. Some college or other post-secondary education is preferred.
- Previous graphic design experience preferred.
- Previous relevant experience in a public library is preferred.
- Arabic or Spanish language skills preferred.

## **Hours**

Full-time, 40 hours per week. M-F 9-5. Occasional nights and Saturday shifts for special projects or events.

## **Pay Rate**

\$16.37 to \$20.95 per hour, depending on experience.

## **Benefits**

- 10 paid holidays each year.
- 160 hours of paid time off (PTO), off after successful completion of introductory period.
- Family medical, dental, and vision insurance coverage.
- For further details on benefits, see the [BDL Employment Handbook](#).

## **How to Apply**

Submit application, resume, and cover letter at [www.BranchDistrictLibrary.org/employment](http://www.BranchDistrictLibrary.org/employment).

## **Deadline**

Applications will be accepted until a qualified candidate is found.

Branch District Library is an Equal Opportunity Employer.