



We invite applications for the position of:
LIBRARY BUILDING ATTENDANT (HOURLY)
PART-TIME
\$18.78 Hourly
Schedule: 8 to 19 hours per week, Sunday through Saturday

About This Role

We want a highly **motivated, reliable, and customer services-oriented** individual to join the Library for the position of Building Attendant with the City of Mountain View. This is a part-time and non-benefitted position not to exceed 1,000 hours per fiscal year. This position ensures that facility patrons have a quality experience by upholding the Library's behavior policy and ensuring a safe environment.

What You Bring

- You are at least 18 years of age and have the equivalent to completion of the 12th grade.
- Availability to work flexible hours including nights and weekends.

Bonus Points

- Experience working in a public Library.
- One year of experience requiring frequent public contact and customer service and the interpretation of rules and regulations.

Who You Are

- You find appeal in extensive public interaction.
- You welcome responsibility and are not afraid to ask for clarification when unsure about what is expected.
- You have a sense of sound judgment while addressing the needs of residents and guests of Mountain View.
- You are observant and pay attention to detail.
- You can communicate clearly and effectively both orally and in writing.
- You have the ability to establish and maintain courteous and effective working relationships with the public and Library staff.
- You exhibit calmness and patience when dealing with incidents.
- You possess basic knowledge of PC software such as Word and Excel.
- You are able to work with minimal supervision.
- You understand and carry out written and oral instructions.
- You have the ability to learn and follow Library policies and procedures.

What You'll Do

- Monitor building perimeter, library floors, and report issues.
- Provide exceptional customer service.
- Communicate Library rules and policies to facility patrons, especially behavior policy and assist staff in enforcement.
- Project a positive customer service attitude.
- Negotiate difficult customer interactions, using tact and communication skills to de-escalate situations.
- Write up incident reports describing situations that have occurred and distribute to library staff.
- Help close the building at the end of the day by clearing all public areas, clearing the restrooms, and checking all perimeter doors.
- Maintain a safe and pleasant environment for Library patrons.

What We Offer

- A flexible work schedule with ability to work around other jobs and commitments.
- A fun and dynamic work environment that constantly changes. No two shifts will be the same!

Are You Ready? Apply.

Submit your application and resume online at www.calopps.org or to the Human Resources Division; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis. The most appropriately qualified candidates will be invited to a department interview. This recruitment may close at any time.

Fine Print.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.

CITY OF MOUNTAIN VIEW
LIBRARY BUILDING ATTENDANT (HOURLY)
Supplemental Questionnaire

Please answer the following questions and submit with your application. Please limit your responses to one page per each question or less.

1. Available shifts are: Tuesdays and Thursdays 11:20-4:20; Wednesdays 4:10-9:10; Fridays 2:10-6:10; and Saturdays 10:20-2:20. Please indicate the days and times that you are available. Be specific.
2. Briefly tell us about your background and why you are interested in a Library Building Attendant position at the Mountain View Library.
3. Describe a situation where you had to deal with conflict in a work setting, how you approached the situation, and what techniques you use to diffuse tense situations.
4. Describe your experience in writing reports.
5. Describe your experience in enforcing rules and policies with the general public.