



Now accepting
applications for:
**BUILDING ATTENDANT
(LIBRARY MONITOR)**
\$19.34 Hourly

Why Mountain View?

Because where you choose to work, matters. Because you want to surround yourself with passionate, mission-driven colleagues committed to providing excellent service to the community and each other. Because you want to apply your talents in a place where words like **wellness** and **innovative** are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

Apply Now!

Submit your application and resume online at calopps.org or to the Human Resources Division; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Please provide a valid email address on your application. Application materials will be screened on a continuous basis. This recruitment may close at any time.

COVID-19 disclosure: City operational needs may be impacted by the ongoing and changing county and/or state mandated orders related to COVID-19. The City reserves the right to reassess the need for all prospective hires at any point in the recruitment and selection process, including fingerprinting, in direct relation to COVID-19 guidelines.

CULTURAL IDEALS:

- Empower People
- Foster Collaboration
- Support Continuous Learning
- Enhance Our Community
- Champion Wellness
- Lead with Empathy
- Embrace Change & Innovation

Follow us on LinkedIn:



<https://www.linkedin.com/company/city-of-mountain-view/>

What's the role?

We are seeking 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. You will join a service-oriented, team environment and, assure the facility patrons have a quality experience by upholding the Library's behavior policy and ensuring a safe environment. This position offers a flexible work schedule with ability to work around other jobs and commitments. **Schedule: 12 to 15 hours per week, Sunday through Saturday**, No two shifts will be the same!

The Essentials

- Equivalent to the completion of the 12th grade.
- Valid California Driver License and reliable transportation
- Must be at least 18 years old
- The ability to lift and move over 25 pounds
- Availability to work flexible hours including nights and weekends

Bonus Points

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

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.

Are we a Match?

- You know how to **talk to people** and work in a **team setting**.
- You have a sense of **sound judgment** while addressing the needs of residents and guests of Mountain View.
- 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 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.

Fine Print. Depending on the number of applications, the above process may be altered. Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Department 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 pre-employment process, including, reference checks, 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.