



City of Mountain View

Now accepting applications for:
LIBRARY ASSISTANT I/II

LIBRARY ASSISTANT I
\$63,344 - \$77,016 Annually

LIBRARY ASSISTANT II
\$69,913 - \$85,007 Annually

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,” “empathy” and “innovation” are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

“Excellent customer service requires excellent teamwork. I have found it very rewarding to work with supportive and knowledgeable colleagues who passionately serve our community.”

-MARY SAIL, SENIOR LIBRARY ASSISTANT

What's the Role?

Do you see yourself supporting customers in using the services of a library? Are you approachable, polite and patient? Do you see yourself working with children and adults on a daily basis? If so, join our team as a Library Assistant I/II. You will join a fast-paced, dynamic team environment, providing exemplary customer service within the Youth, Bookmobile and Collections Division of the Library Department. This recruitment will also establish an eligibility list which may be used for future Library Assistant I/II vacancies. This position will have a regular weekend schedule and at least one evening shift. The Library Assistant I/II receives direction from a Senior Librarian and/or the Library Manager and builds relationships and skills throughout the organization. Review our detailed job description [here](#).

The Essentials

Library Assistant I

- One year of library or customer service experience.
- Equivalent to the completion of the 12th grade.
- A valid California Class C driver's license.

Library Assistant II

- Two years of experience performing duties similar to a Library Assistant I in the City of Mountain View. One year of customer service experience may be substituted for one year of experience similar to a Library Assistant I.
- Equivalent to the completion of the 12th grade.
- A valid California Class C driver's license.

Bonus Points:

- Experience working in a frontline capacity in a library or a fast-paced retail environment.
- Bilingual Spanish, bilingual Chinese, or bilingual Russian.

What You'll Do

- Provide exceptional customer service to library customers at all the service points of the Library including public desks and the Bookmobile Service.
- Provide support in the setup and take down of library programs.
- Provide direct services to customers on reference desks and locate library materials for customers.
- Clearly and concisely communicate library policies and services to library customers.

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City of Mountain View

CULTURAL IDEALS:

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

APPLY NOW!

Submit your application and resume online at calopps.org or to the Human Resources Department; 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 with a first application review date of **Friday, April 26 at 5:00 pm PST. This recruitment may close at any time.**

Are We a Match?

- You are able to break down jargon and **adjust your communication style** to the situation or audience.
- You are **looking forward to growing careerwise** through continuous training, goal setting and evaluations.
- You enjoy a dynamic work environment and are **adaptable to change**.
- You love working with the public and welcomes them with a **friendly and positive demeanor**.
- You are **flexible, reliable, and organized** in a busy work environment.
- You have a **positive, “can do” attitude** and the ability to work well on a **team**.
- You enjoy **working with computers**, automated systems, and other technology.
- You are excited to be part of a workplace culture that models continuous improvement, creativity, and **excellence in customer service**.

The Perks!

- **Comprehensive Benefits:**
 - Generous paid leave and group health coverage (medical, dental, vision, EAP, Life & Disability Insurance)
 - CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members and 10.5% for new members to CalPERS with no Social Security deduction
 - Paid Parental Leave Program with up to 8 weeks paid leave.
- **Support for Continuous Learning & Development:**
 - Up to \$2,000 in tuition reimbursement for education advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor’s or Master’s
- **Wellness and Engagement Culture:**
 - Access to an onsite employee gym
 - Incentive pay for participating in the City’s wellness program
 - Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution; a bicycle commute incentive.
 - Ongoing commitment to robust internal communication and feedback.
- **And More:** Employee appreciation days and activities.