



## City of Mountain View (CA) Library Assistant I/II

<b>SALARY</b>	\$2,533.77 - \$3,400.29 Biweekly \$5,489.84 - \$7,367.30 Monthly \$65,878.02 - \$88,407.54 Annually	<b>LOCATION</b>	Mountain View Public Library
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	250507501
<b>DEPARTMENT</b>	Library Department	<b>OPENING DATE</b>	10/23/2024
<b>CLOSING DATE</b>	Continuous	<b>FLSA</b>	Non-Exempt
<b>BARGAINING UNIT</b>	EGLE	<b>MAX NUMBER OF APPLICANTS</b>	200

### What's the Role and What You'll Do

**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 the public on a daily basis? If so, join our team as a Library Assistant I/II!** The City of Mountain View is looking to fill one full-time Library Assistant I/II vacancy and one part-time (20 hours per week) Library Assistant I/II vacancy. You will join a fast-paced, dynamic team environment, providing exemplary customer service within the Customer Experience and Technology Division of the Library Department. This recruitment will also establish an eligibility list which may be used for future Library Assistant I/II vacancies. These positions will have a schedule that will include one weekend day and at least one evening shift. Depending on the work group assigned, the Library Assistant I/II receives direction from a Senior Librarian the Customer Service Supervisor and builds relationships and skills throughout the organization. Review our detailed job description [here](#).

#### 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 assistance to customers by responding to general information questions, using library services and locating library materials.
- Provide direct assistance to customers at the public access computers.
- Assist customers in making reservations for study rooms.
- Issue new library cards and assist customers with their library accounts.
- Clearly and concisely communicate library policies and services to library customers.

### 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 in Spanish, Chinese, or Russian.

### Are We a Match?

- You are **looking forward to growing career-wise** 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 welcome customers 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**.

### Apply Now

Submit your application and resume online at [governmentjobs.com](https://www.governmentjobs.com) 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 **Wednesday, November 6, 2024. Applications received prior to this date will be prioritized. Qualified candidates are encouraged to apply early as this recruitment may close at any time.**

Candidates with the most relevant qualifications will be invited to the following process:

- Zoom Screening on Friday, November 15, 2024.
- Oral Board Interview Panel (weighted 100%) via video conference (Zoom) on Wednesday, November 20, 2024.
- In-person Department Interview – Select candidates who pass the oral board interview may be invited to meet with staff from the Library Department for a more in-depth discussion regarding the position and their qualifications.

Depending on the number of applicants, this process may be altered.

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 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 are required to successfully complete a pre-employment process, including employment verification and 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.

**Agency**

City of Mountain View (CA)

**Address**

500 Castro Street

Mountain View, California, 94041

**Website**<https://www.mountainview.gov/>**Library Assistant I/II Supplemental Questionnaire****\*QUESTION 1****Do you have a High School diploma or GED?**

- ☐ Yes
- ☐ No

**\*QUESTION 2****Which statement below best describes the highest level of education you have completed?**

- ☐ High school graduate, diploma or the equivalent (GED)
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree or higher
- ☐ Not Applicable

**\*QUESTION 3****Indicate below which position you are interested in.**

- ☐ Open to Full-Time Only
- ☐ Open to Part-Time Only
- ☐ Open to Full-Time OR Part-Time

**\*QUESTION 4****Are you able to work a flexible work schedule that includes nights, weekends, holidays, and includes varying shifts?**

- ☐ Yes
- ☐ No

**\*QUESTION 5****How many years of customer service experience (in-person, phone only, online only, high traffic retail, etc.) do you have?**

- ☐ No experience
- ☐ Less than 1 year of experience
- ☐ 1 year but less than 2 years of experience
- ☐ 2 years but less than 3 years experience
- ☐ 3 or more years of experience

**\*QUESTION 6**

If you indicated having customer service experience (in-person, phone only, online only, high traffic retail, etc.) in the previous question, please describe where and how you gained this experience, including names of employers, dates of employment, and duties performed. If you do not have this experience, please indicate "N/A."

**\*QUESTION 7**

Describe a time you received exceptional customer service. What made it so exceptional?

**\*QUESTION 8**

How do you handle a situation in which you aren't sure how to help a customer?

\* Required Question