# Job details

In the past ﬁve years, the Snowy White Mountain Library has grown to cover over 82,000 residents. While we are thrilled to provide service to so many patrons, our little team can not cover all areas. That’s where you come in! We need a personable, reliable, and highly organized individual to interact with patrons in-person as well as via telephone and email. This position is full-time, 40 hours a week, Monday–Friday. One Saturday a month is required, and overtime may be necessary during peak months.

# About the Snowy White Mountain Library

The Snowy White Mountain Library covers the city of Edmonds in the beautiful state of Washington. The library was founded in 1935 by John Ashenpudel, a farmer from Pullman with big dreams and a love of learning. He worked as a janitor at a local college for years, saving money for tuition. After years of hard work and study, he became a professor of economics at the University of Washington. Ashenpudel wanted everyone from all walks of life to have the chance to read and learn at their local library. The Snowy White Mountain Library stands as a testament to his love for the written word and his community. Today, we are part of the Sno-Isle Library System, which operates with 23 other libraries to bring fun, education, and a love of reading to individuals across the state.

# What you’ll be doing

*We’ll provide two weeks of training on library tech and policies, so you can…*

* Answer telephone calls, emails, and in-person inquiries at the Snowy White Mountain location
* Assist patrons with paperwork to sign up for programs or classes in the Sno-Isle system
* Give friendly, efﬁcient, and empathetic responses for all interactions
* Discuss library services, programs, and policies
* Record, organize, and archive all patron interactions into the library database
* Assist patrons with printers, computers, and other technology on-site

# Beneﬁts

*We offer an hourly wage of $17.50–20.00 along with…*

* Two weeks of paid vacation
* Medical, dental, AND vision insurance
* 401(k) matching

# Qualiﬁcations

*Previous customer service experience not required but preferred.*

* High school diploma, GED, or higher education
* Strong verbal and written communication skills (proper grammar is a must)
* Strong computer, telephone, and technology skills
* Must be professional, reliable, organized, and friendly
* Must be self-motivated and able to work with minimal supervision