



Customer Engagement Specialist

Supervisor	Jodi Wright / Mary Hall
Hours per Week	37.50
Work Schedule	Full or part time. Day, evening, and weekend shifts required.
Salary	Salary minimum \$ 10.50 /hr. Non-exempt status.
Benefits	Standard benefits include participation in the Indiana Public Employees Retirement Fund, medical insurance, life insurance, vision insurance, and short term disability insurance. Other benefits available at employee expense.
Overview	The Customer Engagement Specialist will assist customers of all ages and abilities. Under the direction of the Customer Engagement Coordinator, this employee will be proactive in meeting or exceeding customer expectations.
Responsibilities	<ul style="list-style-type: none"> • Enthusiastically support the Library’s mission, vision, and values. • Develop and maintain positive relationships with customers, staff, and the community. • Work effectively with people of all ages and abilities. Thrive in a customer focused environment. • Know Library policies and practices, especially those that relate directly to customer service. • Understand all aspects of the Library ILS that relate to customer service. • Work cooperatively and collaboratively with all staff members. • Enjoy assisting customers with Library resources and technology, in all public service areas of the Library. • Learn new technologies and skills quickly. Help others to learn them. • Project a positive image of the Library through manner and appearance. • Complete relevant continuing education. • Learn quickly and have attention for detail. • Embrace change. • Other duties as assigned.

<p>Key Competencies</p>	<ul style="list-style-type: none"> • Customer and community focus. • Courteous, friendly, flexible, and accommodating. • Communication. • Supportive of team members. • Listening and problem solving. • Multitasking. • Organization. • Attention to detail.
<p>Qualifications, Education, and Experience</p>	<ul style="list-style-type: none"> • Bachelor’s Degree required. • Interest and skill with new technologies. • Skill with internet, cloud computing, and other digital information technologies. • Experience and desire to work with the public. • Valid driver’s license and licensed vehicle.
<p>Physical Demands</p>	<ul style="list-style-type: none"> • Sit, stand, walk, and speak frequently. • Lift, push, or carry weights up to 25 pounds.

TO APPLY: Submit E-mail resume and letter of application to: smiller@bedlib.com.

This job description is not all inclusive. The Bedford Public Library administration reserves the right to amend this job description at any time. The Bedford Public Library is an equal opportunity employer and as such will comply with all state and federal laws regarding employment practice.