



Customer Engagement Specialist

Supervisor	Jodi Wright
Hours per Week	Average of 20 hours
Work Schedule	Part time. Evening and weekend shifts.
Salary	Salary minimum \$ 14.00 /hr. Non-exempt status.
Benefits	There are no benefits associated with this position.
Overview	Our ideal candidate is friendly, enthusiastic & self-motivated. This position will help you grow and learn in an ever-changing environment. Using a proactive approach, this employee will assist customers of all ages and abilities with resources, information, and materials.
Responsibilities	<ul style="list-style-type: none"> • Enthusiastically support the Library’s mission, vision, and values. • Know, market and promote library services. • Develop and maintain positive relationships with customers, staff, and the community. • Provide exceptional service to customers of all ages and abilities with resources, information, technology, and materials. Be familiar with local resources and information. • Know Library policies and practices, especially those that relate directly to customer service. • 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. Promote new ideas. • Other duties as assigned.
Key Competencies	<ul style="list-style-type: none"> • Customer and community focus. • Courteous, friendly, flexible, and accommodating. • Kind, supportive, effective team player. • Interest and skill using new technologies.

	<ul style="list-style-type: none">• Communication.• Listening and problem solving.• Multitasking.• Organization and attention to detail.• Positive role model.
Qualifications, Education, and Experience	<ul style="list-style-type: none">• Bachelor's Degree required.• Experience and desire to work with the public.• Valid driver's license and licensed vehicle.
Physical Demands	<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: employment@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.