



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

## LIBRARY ASSOCIATE

#24C-5

(CASUAL/HOURLY)  
5-15 hours per week

**SALARY:**  
**\$25.43 - \$30.92**  
Continuous  
(Opened 08/05/2024)

### Application Process

Apply online at  
[www.CalOpps.org](http://www.CalOpps.org)  
Member Agency: Redwood City

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Department upon submittal of application.

### Selection Process

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job related qualifications. The most qualified applicants will be asked to participate in the testing process, which will consist of an interview with Department staff.



### ABOUT THE CITY

The City of Redwood City is a San Francisco Bay Area community located in the heart of Silicon Valley, the technology-rich region extending from the San Francisco shoreline to the foothills of the Santa Cruz Mountains. Redwood City is the third largest city within the County of San Mateo, with over 82,881 residents. The city enjoys an average of 255 sunny days a year, which it boasts via the city slogan: "Climate Best by Government Test". We are a

community that believes in working together to maintain and improve our quality of life. In fact, the City Council of Redwood City formally adopted a "Core Purpose" - *Build a Great Community Together*. This represents our commitment to community building, which is a crucial part of how we do business every day. Become a part of the team and join us in building a great community!

### ABOUT THE POSITION

The Redwood City Public Library is looking for a community-centered, values-driven person who will deliver active and engaged customer service, with a focus on supporting self-service and delivering a top-notch experience for each visitor of the library. The ideal candidate will work well with others to achieve goals in a fast-paced, innovative team environment. The candidate will be friendly, outgoing, enthusiastic, creative, technologically savvy and able to consistently provide superb service to a diverse community of library users. This selected candidate will work 5-15 hours per week including nights and weekends, at any of our library facilities – Redwood City Downtown Library, Redwood Shores Branch Library and Schaberg Branch Library.

### Typical duties may include, but are not limited to the following:

- Greet customers when entering and leaving the library;
- Provide customer service at all service points;
- Assist customers with self checkouts and other self service needs;
- Perform library services using new technologies;
- Issue library cards to new customers;
- Collect fines and fees; answer routine in-person and telephone information questions;
- Explain library policies and resolve problems and complaints;
- Assist customers with computers and other devices;
- Follow opening and closing procedures;
- Assist in preparation and maintenance of displays of library materials;
- Collect statistics;
- Assist with preparing library materials for circulation;
- Perform routine clerical assignments and perform related duties as assigned

### MINIMUM QUALIFICATIONS

*Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:*

**BUILD A GREAT COMMUNITY TOGETHER**



### BENEFITS

- This is a non-benefited casual position.
- Casual employees may not work more than 1000 hours per year.
- Casual employees will receive sick leave in accordance with State Law.

### CITY VALUES

Our Core Purpose: Build a Great Community Together! The values that guide us are:



### Education & Experience

- Education equivalent to completion of the twelfth grade.
- At least one year recent experience performing direct customer services (for example, retail) or related work in a library performing direct interactive customer services is required. Bilingual ability (Spanish/English) is highly desirable.

### Licenses & Certificates

- Possession of, or ability to obtain, an appropriate, valid California Driver's License. Incumbent may be required to travel between various locations during their scheduled work shift.

### Knowledge of:

- Customer service principles.
- General types and uses of library materials.
- Basic library terminology and services.
- Modern office procedures and methods.
- Basic mathematical principles.

### Ability to:

- Provide excellent customer service in a friendly cooperative manner.
- Apply library policies tactfully and cooperatively with a diverse community, both staff and public.
- Be physically capable of moving throughout the library for up to 4 hours at a time, in a fast-paced customer service environment.
- Communicate clearly, both orally and in writing.
- Perform basic troubleshooting and assist customers with computer use.
- Adapt to changing technology and physical environments.
- Work well as a proactive and innovative team member.
- Work independently and with direct supervision.
- Bilingual ability (Spanish/English) is highly desirable.
- Work nights and weekends

*The incumbent must be able to perform the essential functions of the job with or without reasonable accommodations.*

**A City application is required.** Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check
3. Fingerprinting

For questions about the position, schedule, or status updates, please contact: **Homer Martinez via email at [hmartinez@redwoodcity.org](mailto:hmartinez@redwoodcity.org)**

**The City of Redwood City is proud to be an Equal Opportunity Employer!**

*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire. Any provisions contained in this bulletin may be modified or revoked without notice.*

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