



# Employment Opportunity

## Events Assistant 28 hours per week Spencer Road, St. Peters, Mo

The St. Charles City-County Library is excited to announce an opening for a part-time Events Assistant. We are looking for an enthusiastic and organized individual to join our team and to help create memorable experiences for our patrons. If you have a passion for event coordination, excellent customer service skills, and would enjoy working in a dynamic library environment, this could be the perfect opportunity for you!

As an Events Assistant, you will:

- Manage room reservations and coordinate events at the Library
- Provide exceptional customer service to patrons and organizations
- Assist with event setup, including AV/technology troubleshooting
- Collaborate with various Library teams to ensure smooth event execution
- Support Library programs and special events

### **Requirements:**

- Bachelor's degree or experience in event coordination and customer service in a similar role
- Strong interpersonal and communication skills
- Proficiency in digital tools and event management software
- Detail-oriented with excellent organizational abilities
- Some flexibility to adjust schedule per department needs

**Schedule:** *Option 1:* Monday 5:00pm-9:00pm, Tuesday 5:00pm-9:00pm, Wednesday 5:00pm-9:00pm, Thursday 5:00pm-9:00pm, Saturday 9:00am-5:00pm and Sunday 1:00pm-5:00pm.

*Or*

*Option 2:* 1:00pm-9:00pm on Monday, Tuesday or Wednesday and then 5:00pm-9:00pm on the other two days, Saturday 9:00am-5:00pm and Sunday 1:00pm-5:00pm.

Part time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Pay rate is \$13.99.

For priority consideration, submit a [SCCCL Application](#), cover letter and resume to any branch, or email application materials to [jobs@stchlibrary.org](mailto:jobs@stchlibrary.org), or send to SCCCL, Human Resources Department, P.O. Box 529, St. Peters, MO 63376 by the priority deadline of **Monday, August 26, 2024**. Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received. ***When applying please express which schedule you are interested in.***

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

8/16/24-8/26/24

**Please see the following job description for more information.**

# Job Description

<b>Description Number:</b>	082
<b>Position Title:</b>	Events Assistant
<b>Salary Grade:</b>	8
<b>FLSA Classification:</b>	Nonexempt
<b>Reports To:</b>	Library Services Coordinator
<b>Revision Date:</b>	8/8/2024

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## **Position Summary**

The Events Assistant will facilitate successful events and room reservations at the Library, ensuring exceptional customer service, seamless coordination of activities and promotion of Library event spaces. This position involves collaborating with various departments, including Facilities, Security, Marketing, Branch Management and staff. The Events Assistant assists customers by managing room reservations and by providing support during events. This position will be responsible for educating customers on the rules for room usage, room equipment, and will evaluate each room for adherence to policies and room and equipment condition after customer use. The Events Assistant will uphold Library policies and procedures while fostering positive relationships with patrons and staff.

## **Essential Expectations**

1. Assist Customers regarding room reservation policies, procedures, payments, and best practices.
2. Communicate and follow up with external organizations, individual customers, and staff to address inquiries and provide assistance with room reservations and events.
3. Provide in-person support and assistance to customers with Library event rooms, which may include additional room setup assistance and troubleshooting AV/technology equipment.
4. Maintain proficiency with our Integrated Library System (ILS), online calendar, and higher permission level of room reservation software to facilitate efficient booking and management of events.
5. Monitor, update, and reschedule room reservations and update customer records as necessary.
6. Perform post-event/room reservation checks to ensure rooms are left in satisfactory condition and ready for subsequent use.
7. Work closely with the Facilities department to coordinate event setups through utilization of our software program, room preparations, and facility maintenance
8. Direct library patrons to appropriate areas or resources as needed.
9. Collaborate with Adult and Youth Services Staff to support library programs, events, services and initiatives.
10. Communicate with customers and branch staff regarding rescheduling or relocation of room reservations due to scheduling conflicts.
11. Provide support during author and other large scale internal special events as needed.
12. Promote library classes and events while at the Commons desk, engaging with patrons and generating interest.
13. Generate statistical reports on room usage.
14. Assist Ask Us Associate with customer online/phone inquiries as time allows.
15. Other duties and special projects as assigned.

### **Skills**

1. Strong interpersonal and communication skills, with the ability to interact effectively with diverse stakeholders.
2. Detail-oriented and organized, capable of managing multiple tasks and priorities simultaneously.
3. Customer service orientation, with a focus on providing exceptional experiences to patrons.
4. Proficiency in using digital tools and software for event management and communication.
5. Adaptability and flexibility to respond to changing priorities and customer needs.
6. Collaborative mindset, comfortable working within a team environment and across departments.
7. Problem solving mindset with a solution focused approach.

### **Physical Abilities accomplished with or without reasonable accommodations**

1. Ability to sit or stand for extended periods of time
2. Ability to lift materials weighing up to 30lbs.
3. Sufficient clarity of speech and hearing to communicate well with staff and customers.
4. Sufficient vision to produce and review a wide variety of library materials, reports and other materials both electronic and hard copy.

### **Education and Experience**

1. Bachelor's degree or equivalent combination of education and experience required. A combination of 2 years of previous experience in event coordination and customer service in a similar role required.
2. Familiarity with library operations and procedures is a plus.

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.