

Job Opportunity

Guest Services Associate

Do you have a passion for customer service? Do you thrive on helping people? Are you outgoing, warm and friendly?

Our Guest Services Associates are the essence of our guests' experiences at the library. You greet people with a smile and welcome them in. As the person our guests go to for assistance, you make sure they get what they need, providing seamless service and a wonderful user experience. You are the ambassador for the library, enthusiastically sharing all the wonderful things we offer.

You provide an amazing library experience to each guest:

- Helping them find the book they want.
- Assisting them with checkout services.
- Getting them the information they need.
- Providing recommendations of the books, movies and music they'll enjoy.

We provide a dynamic, engaging team environment. Exceptional service is our passion and we pride ourselves on being caring and friendly. We are committed to making everyone's experience enjoyable.

Qualifications include:

- Must be a U.S. Citizen in order to provide needed passport services.
- Have a high school diploma or equivalent.
- At least one year of work experience dealing with the public.
- Proficiency using computers and other devices, including smartphones and tablets.
- Reliable transportation.

Submit applications to Cindy Maiello Gluecklich, Head of Guest Services, Indian Prairie Public Library, 401 Plainfield Road, Darien, IL 60561 or email to cindym@ippl.info. A complete [job description](#) and [application](#) is available here or at the Guest Services Desk.

The salary is \$17.34 and includes accrued paid leave. The position is an average of 16 hours per week including days, evenings and weekends.

The schedule is as follows:

Mondays: 9-1 p.m.

Tuesdays: 1-5 p.m.

Thursdays: 5-9 p.m.

Every other weekend (Saturday & Sunday)

Applications will be accepted until 9 a.m. on Monday, January 29, 2024.

The Indian Prairie Public Library District is located in Darien, Illinois serving 42,000 residents in the communities of Darien, Willowbrook and Burr Ridge. The library is extremely busy with a wide variety of services and programming. Our residents love our services and the warm and friendly staff! Indian Prairie Public Library is an equal opportunity employer. For further information about the library, visit www.ippl.info.