

Job Title: Kane County Law Library & Self Help Legal Center Library Assistant

Full Time: 35 hours per week, non-exempt position

Hours: Regular hours are Monday through Friday, 8:30am - 4:30pm with a 1-hour lunch. Occasional Wednesday shifts 11am - 7pm, and/or Thursdays 11:30am - 7:30pm, and a rare Saturday or Sunday may be required, based on programming and staffing needs.

Salary: Dependent on level of education and experience. Minimum starting salary \$20.88 per hour

Benefits: Illinois Municipal Retirement Fund, medical/dental/eye insurance, 14 annual paid holidays, 7 annual sick/personal days, 2 weeks of vacation after the first year, employee discounts, and tuition reimbursement program.

Position summary:

Do you love helping others? The Kane County Law Library & Self Help Legal Center is seeking a friendly, outgoing, bilingual (Spanish), library assistant who can demonstrate exceptional customer service to the public and organizational members alike in their quest to utilize and participate in the court system. The successful candidate will be a reliable, motivated, and energetic team player who makes customers feel at home. This individual will also be comfortable working alone in any absence of the Library Director and Librarian.

Essential duties include:

Acting as a friendly and welcoming presence in the judicial system through assisting court-goers with locating and attending court (both in person and on Zoom), providing general technical support to patrons, being reliant and knowledgeable enough to work alone during any absences of the law librarian and library director, working collaboratively with other departments to problems solve, assisting with electronic filing of court documents (e-filing), assisting with various Law Library outreach and legal aid programs, answering telephone inquiries, as well as performing general office duties.

Qualifications:

High school diploma/equivalent or above with at least 5 years of customer service experience

Must be able to pass a background check

Knowledge and experience with navigating in mobile devices and basic computer applications such as Microsoft Office Suite, including Outlook, Word, and Excel

Familiarity with the Zoom application

Must have access to reliable, legal, transportation on a daily basis for possible travel between buildings and off-site programs

Preferred Qualifications:

Work experience in a library setting, a Library Technical Assistant's degree, or working toward a master's degree in Library Science or a Juris Doctor degree

Necessary Knowledge, Skills and Abilities:

- Possess and apply basic problem-solving skills to a variety of situations
- Be comfortable working in time-sensitive situations
- Comfort with technology including downloading documents, wireless printing, scanning and attaching documents to emails, and general troubleshooting

- Ability to interpret workplace policies in a diplomatic and sensitive manner
- Must be able to safeguard patron privacy with discretion and confidentiality
- Work both collaboratively as a member of a team and independently with minimal direction
- Maintain accuracy and attention to detail while performing repetitive tasks
- Must be able to effectively multi-task

You are the ideal candidate for this position if you:

- Exhibit critical-thinking skills with the ability to basic problem solve, make decisions, and be responsible for your choices
- Have the ability to diffuse and respond effectively to situations involving patron concerns
- Exhibit patience, tact, and empathy in assisting a wide constituency comprised of judges, attorneys, and court-goers including those who may be disruptive or are currently unhoused
- Are self-motivating and can project a positive attitude
- Can foster and maintain positive working relationships with employees and patrons
- Are able to comfortably work in a courthouse environment with armed law enforcement personnel and in secure/locked facilities

To apply, please go to www.countyofkane.org under the Employment tab to complete the online application and EEO form, upload your cover letter, resume and references. Contact: Halle Eichert, Director, Kane County Law Library & Self Help Legal Center EichertHalle@16thCircuit.IllinoisCourts.gov
We will give first consideration to applications received prior to 5:00pm on Monday May 20, 2024.