

Program Services Assistant

\$31,839 / year or higher DOQ + [Full-Time County Benefits](#)

Williamsburg Regional Library, a nationally recognized, star-rated library, is looking for a public-service focused individual to join our program services team. WRL contributes to a strong, informed, and resilient community by providing access to resources, programs, and public spaces. WRL delivers outstanding and equitable library services to all members of a diverse region.

Program Services Assistants provide excellent customer service to members of the public and staff by helping them use the library's meeting rooms and equipment; including providing technical support services for public and staff programs; operating and reconciling a cash register and credit card machine; cleaning and set up meeting rooms as necessary, checking and setting lighting, theatrical and sound equipment for programs and performances.

WRL offers a collaborative, collegial, and flexible work environment with an emphasis on always adapting to meet the changing needs of our users. WRL is committed to equal opportunity in its employment practices. WRL values diversity and invites applications from all candidates, including those who identify with underrepresented groups.

Responsibilities:

- Provides technical support services for public and staff programs.
- Uses a computer scheduling system to assist the public and staff in making reservations for theatre and meeting room use; explains theatre and meeting room policies and procedures to users.
- Operates and reconciles a cash register and credit card machine.
- Cleans and sets up theatre and meeting rooms as necessary, including moving furniture, equipment and other items, and replacing light bulbs; checks and sets lighting, theatrical and sound equipment, as needed, for programs.
- With proper training, performs preventive maintenance and minor repair of equipment; minor repair of audio and video materials; assists in the mounting and maintenance of exhibits.
- May participate in library-wide committees or projects.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; Associate's degree preferred; some experience in personal computers, audiovisual and theatrical equipment experience preferred.
- Must possess or be able to obtain within 30 days of hire a valid Virginia Driver's License and have an acceptable driving record based on James City County's criteria.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services and evaluation of customer satisfaction; basic library operations preferred.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to meet and work with the public in a congenial manner, following library and security policies, procedures and regulations; communicate and work well with other staff members; maintain records in a standard, orderly, systematic fashion; learn to use specialized theatrical equipment; learn preventive maintenance and minor repair of equipment including that of audio and video materials; organize daily and long-range projects, use time effectively, and work independently.

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a **fully completed application** is required for your application to be considered.