

Employment opportunity:

The American Library in Paris

Posted 30 March 2024

Position available: Member Services Assistant (CDI)

Start date: Tuesday 14 May 2024

Weekly hours: 18 hours

Applications will be reviewed on a rolling basis so interested candidates should apply quickly.

Organization

The American Library in Paris, established in 1920, is the largest English-language lending library on the European continent. The Library welcomes more than 80,000 visitors a year and provides access to 100,000 books and thousands of periodicals, as well as a wide range of literary and cultural programs for readers of all ages. It operates as a non-profit association with 501(c)3 status in the United States and as an *association loi 1901* in France.

Candidates should bear in mind that as a non-profit organization, the American Library in Paris's salary structure does not match equivalents in the private sector, although the benefits of working inside this unique, historic, and dynamic institution are considerable.

Position Schedule

The **Member Services Assistant** is a permanent part-time position that includes two weekday shifts and one weekend shift, usually Saturday (18 hour/week CDI).

Regular Operating Hours: Sample schedule

- Tuesday, 10h00–17h00 (with a 1-hour meal break)
- Friday, 10h00–17h00 (with a 1-hour meal break)
- Saturday, 12h00–19h00 (with a 1-hour meal break)

Summer Operating Hours (15 July–26 August 2024): Sample schedule

- Tuesday, 12h00–19h00 (with a 1-hour meal break)
- Friday, 10h00–17h00 (with a 1-hour meal break)
- Saturday, 10h00–17h00 (with a 1-hour meal break)

Responsibilities

As part of the Front of House team, under the supervision of the Member Services Manager:

- Fulfills **Member Services responsibilities** to ensure the smooth operation of its functions. This includes, but is not limited to:
 - Opening and closing the Library as scheduled
 - Staffing the front entrance, Member Services desk, and Welcome desks
 - Responding to email, phone, and in-person queries
 - Creating, renewing, and revising membership accounts in multiple databases
 - Familiarizing new members with the Library and the use of its services
 - Processing fines, fees, and lost items
 - Using cash register and debit/credit card machine
 - Managing printing and copying services
 - Booking study rooms, reservable spaces, and public computers
 - Assisting members in accessing online resources

- Ensuring users' comfort, health, safety, and enjoyment of the facilities and compliance with all Covid-19 and other governmental regulations
- Technical processing of magazines, newspapers, and books
- Assisting with shelving, book displays, and stacks maintenance
- Gathering and maintaining statistical data
- Assisting with exam proctoring
- Fulfills other duties as needed:
 - Assisting with training and supervision of volunteers and interns
 - Assisting in the support of the Library's facility and technology infrastructure, including responding to mechanical dysfunctions (eg. elevator, security doors, heating)
 - Working on special projects, assisting in other departments, and performing other duties as assigned

Qualifications

The American Library in Paris prides itself on outstanding patron service, and the Front of House team highly values collegiality and collaboration. Candidates should bring a record of experience in libraries and/or customer service. Proven organizational skills and attention to detail and process are essential, as are patience, good listening skills, and discretion.

Candidates should have an appreciation for English-language literature and culture. Strong written and spoken English skills are essential; in spoken French, highly desirable. Experience working with the public is a plus.

The successful candidate will also have:

- Valid European working papers
- Bachelor's degree or equivalent (students currently working towards a degree will also be considered for this position)
- Excellent communication skills
- Extremely strong interpersonal skills
- An appetite for hard work and the ability to prioritize and multitask in a close-knit and busy organizational environment
- A willingness to receive and give constructive feedback, and a proactive attitude
- A commitment to data integrity and quality of work
- Pride in contributing to the cultural heritage of a century-old institution that is dedicated to literature and community
- The ability to push full book carts, shelve books on high and low shelves, and carry boxes

Our workplace values

At the American Library in Paris, we value being professional, productive, positive, patient, adaptable, inclusive, and team-focused. The American Library in Paris is committed to diversity, equity, and inclusion, and we strive to create a welcoming and inclusive environment for all. We seek applicants who will embody and strengthen those values.

To apply

We encourage qualified candidates from all backgrounds to apply by sending a letter of motivation and curriculum vitae to openings@americanlibraryinparis.org. Please include "**Member Services Assistant**" in the subject line. In your cover letter, please explain how your experience is relevant to the position and what you would bring to the institution. Your attention to detail can be demonstrated by mentioning one of your most recommended books in the letter.

Please note that valid European working papers are required for this position. Please indicate in your cover letter or CV that you are legally permitted to work in France through nationality, or specify the type of visa/work permit you possess and its expiry date. Candidates without valid French working papers will not be considered for this position. The Library is unable to sponsor applicants who do not currently hold either a European passport or an unexpired French work permit.

We offer a competitive benefits package that includes five weeks minimum annual paid vacation; professional development training; meal vouchers subsidized by the Library; partial reimbursement for public transportation or bicycle rental or maintenance costs; and 100% employer-paid top-tier health and dental insurance for the employee and their family.

We thank all candidates for their interest in the position. However, only applicants who meet the qualifications and are being considered for an interview will be contacted and may be asked for professional references.