

Job Title: Circulation/Customer Service Clerk

Position Reports to and is Reviewed by: Head of Circulation Services

Number and Titles of People Directly Supervised: None

Fair Labor Standards Act Classification: Nonexempt

Full Time ____ **Part-Time (30+ hrs)** ____ **Part-Time (20+ hrs)** ____ **Part-Time (less than 20 hrs)** X

Nature and Scope of Job:

This position is a part-time, nonexempt position whose primary responsibility is to perform routine circulation and clerical functions using the Library's automated circulation system.

Essential Functions:

- Charge, discharge, and renew library materials to patrons.
- Respond to public inquiries, both in-person and on the telephone, in a courteous manner; provide information within scope of knowledge and as instructed, and refer questions to other staff as appropriate.
- Calculate and collect fines and fees due from public.
- Process new and replacement library cards.
- Maintain self-service holds shelf, process and file new items, withdraw expired items, assist public with self-service holds and self-checkout procedures.
- Empty indoor/outdoor book drops as assigned.
- Establish and maintain effective working relationships with fellow employees and the public.
- Perform other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Ability to provide outstanding customer service in a wide variety of formats.
- Ability to interpret library policies and procedures to the public in a customer-friendly manner.
- Knowledge of basic computer operations and applications.
- Ability to demonstrate consistent accuracy and attention to detail while maintaining a high level of productivity.
- Ability to work independently and as a team member.

Essential Physical Requirements:

- Speech/Hearing Requirement – Sufficient clarity of speech and hearing to be able to communicate effectively in English.
- Visual Requirement – Sufficient to use/read computer screen.
- Manual Dexterity Requirement – Sufficient to be able to operate a keyboard and sustain substantial movement of wrists, hands, and/or fingers for a sustained period of time.
- Ability to stand and walk for extended periods of time; bend, stoop and reach above shoulder.
- Ability to raise and/or move objects between 25-60 pounds.

Education:

- High school diploma (or equivalent) required.

Experience:

- Customer service experience preferred.

Other Qualifications:

- Schedule includes evening and weekend hours as needed.