



JOB DESCRIPTION

Job Title: Library Associate, Customer Service Department

Reports to: Customer Services Manager

Classification: Associate 1

Summary: Responsible for performing circulation procedures that ensure quality customer service and adequate computer skills entering data into a computer.

Key Responsibilities:

- Implement all Circulation operations: check-in, check-out, renewals, answering phones, registering new patrons, handling overdue issues, and opening and closing the Library
- Assists in directional and informational questions
- Assist patrons with photocopying, faxing, and the computer catalog
- Handle a cash draw for payments
- Assist in shelving; maintain displays
- Screen telephone and in-person requests for information and refer patrons to appropriate depts.
- Sort mail, empty the dropbox, and set up a meeting room for programs
- Attend professional workshops/seminars related to the position; participate in networking with local library association
- Other duties as assigned

Qualifications:

- High school diploma
- Service-oriented, actively looking for ways to help people; enjoys working with the public and co-workers in a friendly non-competitive environment
- An avid reader familiar with various genres
- Excellent phone skills
- Willing to take a proactive approach to promote the Library's collection, services, and programs
- Computer literate, with a willingness to learn Google software and services, Microsoft Office software, and Library software
- Work independently or as part of a team
- Ability and willingness to work a varied schedule, including evenings and weekend

- Ability to push a cart of books weighing 125 lbs., or move furniture. Must be able to stand for long periods and perform physical activities that require movement of the entire body, including but not limited to lifting, walking, and stooping
- Must be able to withstand repetitive motions using fine motor skills to inspect materials and type on a keyboard.
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