

Job Description—Customer Service Specialist PT

Job Title: Customer Service Specialist

Reports to: Director or designee

Position Summary: Provides direct circulation and reference service. This position will work a flexible schedule including weekends (Saturdays and Sundays) as well as evenings.

This position serves as the primary contact point for customers using the Library, ensuring a positive customer experience by determining customer needs, analyzing and solving problems, and directing customers to appropriate staff and resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Supports library's customer service plan by proactively greeting customers; answering basic reference and directional questions in person, over the phone, by e-mail, instant message, etc.; locating or retrieving materials for customers; assisting customers with library technology; supporting the code of conduct; assisting library staff with program preparation at the library and off-site; and sharing early literacy skills with customers.
2. Assists customers with library card accounts in person, over the phone, by e-mail, instant message, etc.; including processing account applications, verifying account information, informing customers of and enforcing account rules and regulations, accepting payment on accounts, and ensuring accuracy of the account.
3. Resolves customer account disputes by interviewing customer, analyzing account information, communicating about the situation with customer, and negotiating.
4. Assists with library operations by leading opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors; ordering and maintaining library supplies; maintaining public materials and bulletin boards; maintaining library lost and found collections; ensuring that the library is neat, orderly, appealing and inviting to customers and staff; creating daily task schedules; gathering and reporting statistical data and other clerical duties as assigned.
5. Maintains library collection by identifying and solving problems with library materials; performing cleaning of library materials; processing new, withdrawn and donated materials; maintaining customer reserve shelves; and processing various reports which involve searching for library materials.
6. Provides training on library technology to customers and staff in one-on-one and classroom settings. Responsible for trouble shooting technology problems at the library, notifying and coordinating with director as needed.
7. Coordinates volunteer activities, and orients volunteers and new staff to Customer Services Specialist tasks.
8. Utilizes computer applications and library equipment, maintains current knowledge of procedures, processes, policies and operations. Utilizes e-mail, voicemail and other library technology to maintain open channels of communication.

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9. Processes, sorts and shelves materials accurately and efficiently; including returned materials, reserved items for incoming and outgoing delivery, expired reserved materials, and new materials.
10. Assists with maintaining public materials and bulletin boards, maintaining location lost and found collections, ensuring that the library is neat, orderly, appealing and inviting to customers and staff and other clerical duties as assigned.
11. Performs additional duties as assigned

INTER-ACTION:

Interaction with staff, customers, agencies or vendors.

MINIMUM QUALIFICATIONS:

1. High school diploma or G.E.D.
2. Ability to express self effectively and concisely, both orally and in writing.
3. Knowledge of Internet and database services.
4. Ability to troubleshoot computer and office equipment.
5. Ability to pass alphabetic and numeric sorting and filing test.
6. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

1. Associate's degree or one to three years' of formal training beyond high school.
2. Gathers information from appropriate sources and makes a decision. Considers data, analysis, wisdom, experience and judgment in making sound decisions.
3. Settles differences with customers, gains trust quickly, and can be both direct as well as diplomatic.
4. Proficient in the knowledge and skills required to perform the job at a high level of performance.
5. Works hard and is energized by challenges. Seizes opportunities and acts upon them.
6. Manages time effectively and efficiently. Focuses time and effort on priorities and across a range of activities.
7. Works well with staff and volunteers to help maintain a cooperative work environment.

TECHNOLOGY SKILLS:

The following is the common technology used in this position and is not all inclusive.

Email, Microsoft Office: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and other Library related software applications.

SUPERVISORY/MANAGEMENT RESPONSIBILITY:

No direct reports. May coordinate volunteers or volunteers.

TRAVEL REQUIREMENTS:

Frequency of travel: Occasional.

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SPECIAL REQUIREMENTS:

May require driver's license and personal vehicle. Evening and weekend hours.

PHYSICAL DEMANDS:

Work requires physical effort in the repetitive handling of materials or boxes and tools or equipment of up to 30 pounds in non-strenuous work positions and/or continual standing or walking at least 60% of the time.

WORK ENVIRONMENT:

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

DISCLAIMER

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.