

Henderson Memorial Public Library- Customer Service Specialist PT

Job Description: Customer Service Specialist

Reports to: Director or designee

PURPOSE OF JOB:

Provide direct circulation and reference service. This position serves as the primary contact point for patrons using the library, ensuring a positive patron experience by determining patron needs, analyzing and solving problems, and directing patrons to appropriate staff and resources. This position works a flexible schedule including weekends (Saturdays and Sundays) as well as evenings.

ESSENTIAL DUTIES:

- Proactively greet patrons; answer basic reference and directional questions; locate or retrieve materials for patrons; assist patrons with library technology; support the code of library conduct; assist library staff with program preparation at the library and off-site; and share early literacy skills with patrons.
- Assist patrons with library accounts; including processing new account applications, verifying account information, informing patrons of and enforcing account rules and regulations, accepting payment on accounts and ensuring accuracy of the account.
- Resolve patron account disputes through patron interview and negotiation.
- Assist with daily opening and closing of library operations, maintain and update public bulletin boards and public materials, maintain library lost and found collections, ensure that the library is clean, orderly, and inviting to patrons and staff, gather and report statistical data at the circulation desk.
- Help maintain library collection by performing basic circulation duties; shelve returned materials to appropriate locations accurately and efficiently, clean library materials as needed, assist with processing of new, withdrawn, donated materials, and expired reserved materials.
- Maintain on-going book sale by straightening materials and filling with allocated donations.
- Perform delivery service duties for interlibrary loans and holds.
- Provide basic assistance on library equipment to patrons (copier, public computers, etc.)
- Additional duties as required and assigned.

PHYSICAL DEMANDS:

Nature of work requires an ability to effectively communicate with patrons and staff. Occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting, continual standing, reaching, bending, and walking). 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:

Majority of the work performed in a general office/library environment. Requires availability for extended or non-traditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events and training.

DISCLAIMER:

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

Having read the position description, I agree with the duties, responsibilities, qualifications, and physical requirements of the position. My signature below indicates my acceptance of the position being offered or confirmation of receipt of my performance evaluation.

Employee
Signature _____ Date _____

Supervisor
Signature _____ Date _____