

## **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:**

- Support library customer service plan by proactively greeting patrons; answering basic reference and directional questions; locating or retrieving materials for patrons; assisting patrons 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 patrons.
- Assist patrons with library accounts; including processing 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 by interviewing patron, analyzing account information, communicating about the situation with the patron, and negotiating.
- Assist with library operations by leading with opening and closing procedures, including set-up or shut down of equipment, unlocking and locking of doors, let appropriate staff know when supplies are running low, maintain and update public bulletin boards and public materials, maintain library lost and found collections, ensure that the library is clean, orderly, appealing and inviting to patrons and staff, gathering and reporting of statistical data at the circulation desk.
- Help maintain library collection by performing basic circulation duties; shelving returned materials to appropriate locations accurately and efficiently, cleaning of library materials as needed, assist with processing of new, withdrawn, and donated materials, expired reserved materials.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.

**MINIMUM REQUIREMENTS:**

- High School Diploma or GED
- Ability and commitment to work with the public.
- Ability to use appropriate judgment in handling information and records.
- Ability to work independently.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, software programs and other job related equipment.
- Ability to pass alphabetic and numeric sorting and filing test.
- Establish and maintain a positive working relationship with a diverse community of customers and library staff.
- Communicate effectively in both oral and written form with customers and staff
- Exhibit flexibility and a willingness to work in a dynamic, busy, and changing environment.
- Work a flexible schedule that includes day, night and weekend hours.
- Learn and adapt to new and changing technologies.
- Employ basic math skills

**COMPUTER/TECHNOLOGY SKILLS/EQUIPMENT/SOFTWARE SKILLS:**

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

Email, Microsoft Office, and other library related software applications

**SUPERVISORY/MANAGEMENT RESPONSIBILITY:**

No direct reports

**TRAVEL REQUIREMENTS:**

Frequency of travel: Occasional.

**SPECIAL REQUIREMENTS:**

Driver's license and personal vehicle. This position will work a flexible schedule including weekends (Saturdays and Sundays) as well as evenings.

**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 \_\_\_\_\_