

## **Position Description**

### **Customer Service Assistant**

#### **Nature of Work**

This front line customer service position provides basic, friendly customer service to library patrons assisting them with their needs or directing them to staff members who can. Also checks in, reshelves, repairs and processes library materials.

**Direct Reports:** None

**Reports to:** Customer Services Lead Associate

#### **Job Functions**

Note: Duties and work practices are subject to change based on the needs of the Library, changes in use by our patrons or changes in technologies.

- Helps establish and maintain a high customer service performance standard.
- Ensures the Library facilities are in the best possible condition and level of cleanliness for our community members.
- Maintains behavior expectations among library patrons in a friendly but firm manner, communicates issues to supervisory staff as needed.
- Assists customers, serves menu items and prepares items as needed in McMillan Coffeehouse.
- Assists with library programming, setting up meeting rooms and displays.
- Checks in and reshelves library materials in an accurate and timely manner.
- Shelf reads and straightens materials and collections as needed.
- Performs other duties as needed and requested by management team members.

#### **Requirements of Work**

Knowledge, Skill and Ability

- Has good customer service and public relations skills.
- Works in a pleasant and effective manner with customers, co-workers, other departments and agencies.
- Is able to work with a minimum of supervision individually as well as with others and regularly takes personal initiative to execute work responsibilities.
- Performs many routine duties in assigned area of responsibility.
- Is able to operate or learn to operate specialized library equipment and systems including scanners, readers and databases.
- Has a working knowledge of computers.

Physical and Mental Effort/Environmental and Working Conditions

- Assists community members in the use of the library while performing work which is moderately physically demanding. Accesses the library collection wherever materials may be located including obtaining and replacing books from shelving in the stacks and on all levels, walking and standing for extended time periods (two to four hours) and carrying a reasonable selection of materials between places where they are stored and places where they are used within library facilities and property.
- Is able to communicate effectively orally, in writing and by listening in the modes of speaking with small groups, providing directions and in preparing notes and reports.
- This work requires the ability to work directly and personally with personal and office computers, associated peripheral equipment and related library application programs.
- He/she must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech.
- Recurring intellectual effort is required to maintain a current knowledge of library resources, literature and information resources.
- Is able to work a flexible schedule including evening and weekends.

#### Minimum Training and Experience

Potential employees should possess strong customer service skills and a desire to learn.

Last revised (for style and formatting) - 20220106