

## **Position Descriptions**

### **Customer Services Associate**

#### **Nature of Work**

Provides friendly, high quality customer service to community members under the direction of the Head of Customer Services.

**Direct Reports:** None

**Reports to:** Customer Services Manager with input from Public Services Manager

#### **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.

Types of duties may include, but will not be limited to, the following:

- Locates desired materials in local, regional and other accessible collections and answers customer questions.
- Advises customers about library materials, how to effectively use the library and oversees appropriate use of library facilities.
- Helps establish and maintain a high customer service performance standard.
- Makes purchase recommendations on books, videos and other library inventory acquisitions.
- Performs circulation desk duties including issuing library cards, checking collection materials in and out, preparing hold items, collecting fines and handling complaints.
- Works on one or more service desks (i.e., information, circulation, children's) in the library performing all representative duties and ensuring customer needs are satisfied.
- Maintains behavior expectations among library patrons in a friendly but firm manner.
- Develops displays and assists with library programs.
- Performs specialized and routine clerical tasks such as p-stats preparation, data entry, mail, preparing reports, ordering materials and supplies, collecting revenues, cleaning and repairing damaged materials, and answering the telephone, providing advice and directing calls.
- Prepares statistical and other reports regarding library operations and use.
- Ensures the Library facilities are in the best possible condition and level of cleanliness for our community members.
- Performs other duties as needed and requested by management team members.

#### **Requirements of Work**

- Is able to work with a minimum of supervision individually as well as with others and regularly takes personal initiative to execute work responsibilities.
- Works in a pleasant and effective manner with customers, co-workers, other departments and agencies.
- Performs many routine and some specialized work in assigned areas 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, automated search methods and effectively uses the various information access methods available in a contemporary public library with a high degree of proficiency and accuracy.
- Demonstrates a working knowledge of library practices.
- Has good customer service and public relations skills.

### Physical and Mental Effort/Environmental and Working Conditions

- Assists community members in the use of the library 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

Candidates should have an Associate's Degree or equivalent work experience in a customer service intensive field. A Bachelor's Degree in Library Science or Liberal Arts from accredited college or university and one or more years of varied library experience is preferred. A person in this position must have a demonstrated proficiency in the use of a computer keyboard, terminal and/or work station, the ability to run commonly available library equipment and a strong knowledge of library computer based resources.

Last revision (for formatting and style) 20220106