



**Department:** Customer Relations

**Division:** Public Services

**Job Level:** 3

**Status:** Non-Exempt

**ORGANIZATIONAL RELATIONSHIPS:**

Reports to: Director of Customer Relations and Customer Relations Team Leaders

**OVERVIEW:**

Under the direction of the Director of Customer Relations and the Customer Relations Team Leaders, the Customer Services Clerk greets and directs library customers while maintaining a friendly and positive attitude. The Clerk is responsible for charging and discharging library materials in accordance with established library policies, registering customers for library cards or programs, assisting customers with locating Market Place materials, and communicating library policies to customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greets customers in a friendly, courteous and welcoming manner
- Consistently maintains a friendly, positive and cooperative attitude while assisting customers
- Performs customer relations procedures for library materials, including but not limited to: check-in, check-out, renewals, holds, financial transactions, and recordkeeping
- Registers new customers for library cards and updates existing information for current card holders
- Registers customers for programs, classes and voting in a professional and courteous manner
- Demonstrates general knowledge of the library automation system in use and specific operations and procedures that apply to Customer Relations
- Answers library policy and procedure questions from customers utilizing appropriate customer service and communication skills.
- Refers reference or higher-level Readers' Advisory questions to Information Desks in other departments
- Understands, explains and adheres to resource-sharing policies and procedures, including intra- and inter-library loan, privacy and copyright issues and provides fair and equal access to the library's collection
- Keeps current with changes in the automation system and Customer Relations operational and procedural policies
- Performs shifting and shelf-reading in the Market Place and assists in maintaining cleanliness of all general areas
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings and training sessions
- Performs other library related duties and special projects as assigned\*

**EDUCATION/EXPERIENCE:**

- A high school diploma or equivalent is required
- Prior experience in a customer service environment



**KNOWLEDGE/SKILLS/ABILITIES:**

- Exemplary interpersonal skills, including clear verbal and written communication abilities, for communicating with the public and staff
- Ability to interact professionally, patiently and pleasantly with individuals of various ages and backgrounds
- Detail-oriented with the ability to follow through with procedures with a high degree of accuracy
- Knowledge of common office equipment and relevant computer software for daily tasks and communications
- Basic computer knowledge and ability to learn a variety of library-specific computer applications
- Ability to understand and follow written and oral instructions
- Familiarity with popular movies or authors
- Ability to adapt quickly to changing work situations and job requirements
- Ability to exercise sound judgment in interpreting established library policies and procedures when dealing with customers
- Basic math skills and ability to alphabetize
- Ability to be tactful and respect confidentiality
- Ability to maintain cooperative and effective working relationships with other staff
- Flexibility in schedules and task assignments
- Ability to function effectively as part of a team
- Bilingual Spanish language skills desirable

**TOOLS/EQUIPMENT:**

Use of the following equipment: computer, printer, public address system, copy machine, portable radio, telephone, tablet PC and book carts.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations
- Must have visual ability to see computer screen, read call numbers and bar codes on books
- Must be able to manipulate computer and computer keyboard
- Must be able to lift and carry books or boxes weighing up to 40 pounds
- Must be able to reach a height of greater than 60 inches
- Must be able to walk distances of more than 100 feet to shelve or retrieve materials
- May be required to sit or stand for extended periods of time
- Must be able to bend and stoop to reach lower shelves
- Must be able to work scheduled hours and meet general attendance requirements

\* The scope of the job may change as necessitated by the library's operational demands.