



JOB TITLE		DEPARTMENT	JOB LEVEL
Senior Branch Clerk		Branch Services - CSPD	5
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-Time Non-Exempt	Branch Managers	Volunteers	

### POSITION SUMMARY

Under general direction of the Branch Managers, assembles and updates Branch Services training procedures, maintains efficient workflow, interacts with customers to facilitate registration and checkout/in of materials, performs circulation routines, assists with customer digital media needs, serves as PIC (Person in Charge) in manager's absence and other duties as assigned.

### ESSENTIAL RESPONSIBILITIES

- Assembles and updates Branch training procedures
- Assists in cross training Branch Services staff
- Maintains efficient and effective workflow in the Branch workspace
- Assists the Branch Managers in streamlining procedures
- Assists in library programs
- Performs all circulation routines, both manual and automated
- Performs bibliographic inquiries using library automation
- Assists with resolution of problems with the public and within the department
- Processes reserves and library cards
- Assists customers with a variety of equipment and services including DVD dispenser, copier, and other equipment
- Works with the Main library and the customer getting the reference help they need
- Attends and participates in departmental and other staff meetings, as required
- Assists in getting materials on the shelves
- Coordinates opening and closing duties
- Serves as Person in Charge (PIC) when managers are unavailable
- Other library related duties as assigned

### KNOWLEDGE / SKILLS / ABILITIES

- Excellent verbal and written communication skills
- Ability to take direction from and work with various levels of staff
- Must be flexible and able to adapt to library routine
- Ability to function effectively as part of a team
- Pleasant and courteous manner in dealing with the staff and public
- Must have strong public service focus, making customers and their needs a primary objective of one's actions

- Must be tactful, respect confidentiality and address situations with sensitivity and consideration of others
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Must be accurate, efficient and detail-oriented
- Ability to perform basic computer functions
- Knowledge of Dewey Decimal system and ability to sort material in alphabetic and numeric order
- Exercises good judgment and fairness while fulfilling job duties and responsibilities
- Adapts well to changes in existing practices, library routines, and workflows
- Must be a self-starter and self-motivated with the ability to work independently and with others
- Ability to prioritize, multi-task and manage time efficiently and effectively in a fast-paced environment
- Must be dependable and punctual
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements or structures

#### **EDUCATION/EXPERIENCE QUALIFICATIONS**

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- High school diploma or equivalent
- Previous customer service experience preferred
- Knowledge and experience with basic computer applications
- Bilingual Spanish/English language skills a plus

#### **TOOLS/EQUIPMENT**

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Use of the following equipment: book cart, calculator, computer and laptop with mouse, iPad, photocopiers, printer, public access catalog terminal, telephone, mobile phone, radio, and Integrated Library System.

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT**

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- Must be able to hear, comprehend and respond to staff and customers both in person and in telephone conversations
- Must have visual ability to see computer screen, read call numbers on books and barcode labels
- Must be able to manipulate computer keyboard, calculator, and other equipment
- Must be able to lift and carry bags or boxes of books weighing up to 40 pounds
- Must be able to lift volumes weighing up to 15 pounds each
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to reach a height of greater than 60 inches
- Must be able to speak distinctly to large groups
- Must be able to bend to reach lower shelves
- Must be able to lift, move and re-arrange shelves
- Must be able to move or carry chairs, tables and other small furniture
- Must be able to walk distances of more than 50 feet within the building
- Must be able to sit or stand for extended periods of time during work period

- Must be able to work evenings and weekends

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