



JOB TITLE		DEPARTMENT	JOB LEVEL
Computer Center Clerk		Digital Services	4
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Computer Center Manager and Director of Information & Digital Services	n/a	

### **POSITION SUMMARY**

Under the direction of the Computer Center Manager and Director of Information & Digital Services, assists customers with technology-related support within the Computer Center, provides educational/marketing flyers when appropriate, maintains order in the Computer Center, serves as U.S. Passport Acceptance Agent, and provides excellent customer service.

### **ESSENTIAL RESPONSIBILITIES**

- Provides exceptional customer service when answering technology-related questions on hardware, software, devices, and applications.
- Uses MyPC, Desk Tracker, Sierra, and other software applications to assist customers and track interactions and metrics.
- Maintains a friendly, positive, and cooperative attitude when assisting library staff and customers.
- Assists in maintaining the condition of the Computer Center by ensuring order and general cleaning and organization as needed.
- Assists with Computer Center opening and closing procedures as required.
- Sets up equipment and prepares materials for technology classes and programs.
- Maintains inventory and functionality of department devices and equipment.
- Attends and participates in scheduled meetings and training sessions as required.
- Completes short-term projects as assigned.
- Assists other departments as required by the needs of the organization.
- Other library-related duties as assigned.

### **KNOWLEDGE / SKILLS / ABILITIES**

- Professional appearance, positive attitude, and pleasant demeanor.
- Basic public desk and telephone etiquette.
- Effective written and oral communication skills.
- Pleasant and courteous manner in dealing with the staff and public and represents the library in a professional manner.
- Must be tactful and respect confidentiality of library customers and staff.
- Actively looks for ways to engage patrons and provide customer service.
- Ability to exercise sound judgment in interpreting established policies and procedures when dealing with customers.

- Must have advanced technology knowledge and the ability to learn, adapt, and impart hardware/software changes.
- Ability to read and interpret databases, websites, and internet search results.
- Ability to assess situations/problems and logically find solutions.
- Ability to effectively address complaints and deal with challenging customers.
- Ability to prioritize work tasks and manage time effectively.
- Ability to function effectively independently, as well as part of a team.
- Ability to work a variable schedule including mornings, afternoons, evenings, and weekends.
- Ability to work a flexible schedule and adapt to changing job requirements.
- Adapts well to changes in existing practices, library routines, and workflows and suggestions for improvements.
- Understands GBPLD policies and embraces the library's mission, vision, and values.

### **EDUCATION/EXPERIENCE QUALIFICATIONS**

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- High school diploma or equivalent.
- Previous experience in a customer service environment.
- Two years with hands-on experience using desktop/laptop computers, mobile devices, software, and apps.

### **TOOLS/EQUIPMENT**

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Use of the following equipment: mobile devices, Windows computers and all related equipment, copy machine, barcode reader, printers, scanners, fax machine, telephone system, Square cash register, LCD projector, and other general office equipment in the completion of the tasks of the position.

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

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- Must be able to communicate comprehend and respond to others, both in person and in telephone conversations.
- Must have the ability to read computer screens, computer keyboards, barcodes, call numbers, and labels.
- Must be able to operate computer and keyboards, laptops, calculator.
- Must be able to type with accuracy and attention to detail.
- Must be able to transport items weighing up to 30 pounds.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to position oneself to reach lower shelves on the ground and shelves as high as 60 inches.
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements.

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

**ACKNOWLEDGEMENT**

I have read and understand the essential duties, responsibilities, and essential functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library's operational demands.

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Employee's Signature

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Date