



JOB TITLE		DEPARTMENT	JOB LEVEL
Clerk		Customer Relations	3
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-Exempt	Assistant Department Manager	N/A	

POSITION SUMMARY

Under the direction of the Assistant Department Manager, the 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 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
- Processes license plate sticker renewals
- Registers customers for programs and classes
- Assists customers at express checkout stations and automated materials handler as needed
- 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
- Keeps immediate supervisor and designated others fully and accurately informed of present and potential work problems
- Performs other library related duties and special projects as assigned

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

EDUCATION/EXPERIENCE QUALIFICATIONS

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

TOOLS/EQUIPMENT

Use of the following equipment: computer, mouse and keyboard, bar code reader, RFID pad, calculator, telephone, walkie-talkie, fax machine, postage meter, copy machine, Square cash register, self-check machine, book cart, and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate, comprehend and respond to others, both in person and in telephone conversations.
- Must have ability to read computer screens, computer keyboards, barcodes, call numbers and labels.
- Must be able to operate computers, keyboards, calculators, and cash register keys.
- Must be able to type with accuracy and attention to detail.
- Must be able to transport items weighing up to 10 pounds.
- Must be able to traverse distances of more than 300 feet within the building.
- Must be able to be stationary for extended periods of time.

- 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 days, evenings, and weekends, and meet general attendance requirements.

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