



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

POSITION SUMMARY

Under the direction of the Asst. 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 and updates existing information for current card holders
- Registers customers for programs and classes 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

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, 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 hear, comprehend and respond to staff, vendors and the public, 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 keyboards, calculator, cash register keys

Must be able to lift and carry items weighing up to 40 pounds

Must be able to speak distinctly to large groups

Must be able to walk distances of more than 100 feet within the building

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 sit or stand for extended periods of time during work period

Must be able to bend and stoop to reach lower areas

Must be available to work evenings and weekends

Must be able to work scheduled hours, which may include days, evenings, and weekends, and meet general attendance requirements
