

## **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Specialist I

**REPORTS TO:** Customer Service Manager

**SUPERVISES:**

**DEPARTMENT:** Customer Service

**FLSA STATUS:** Non-exempt

**PAY GRADE:** 4

### **JOB SUMMARY**

This position has extensive contact with the public and is responsible for providing exceptional customer service to all patrons. The position provides assistance with library card registration, checking out material and collecting fees. The position also provides concierge services to patrons by welcoming and greeting patrons and redirects patrons appropriately for additional assistance. In addition to being knowledgeable about customer service functions, this position must also be comfortable learning new technology and be knowledgeable about the Library's programs and services in order to effectively assist Library patrons.

### **ESSENTIAL FUNCTIONS OF THE JOB**

**This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.**

1. Understands and enforces the Library's policies and procedures, while safeguarding confidential and restricted information.
2. Understands and follows the Library's core competencies.
3. Attends and participates in, where appropriate, professional, Library, community and departmental meetings.
4. Provides friendly and helpful service to all patrons who enter the Library.
5. Registers new Library patrons and maintains accurate patron records in the Library's Integrated Library System.
6. Performs circulation activities for the Library including checking in and out materials, renewal of materials and collection of fees.
7. Assists patrons with self-check machines.
8. Resolves customer account questions and complaints, including problems involving lost or overdue materials and patron registration status.

9. Performs department opening and closing procedures as required.
10. Handles incoming calls and redirects as needed.
11. Performs hold shelf maintenance.
12. Notifies patrons regarding holds, overdues, damaged or lost materials, etc. by phone, mail or email.
13. Runs daily reports and processes including notifications for holds, overdues and pre-overdues.
14. Monitors personal work email account and checks departmental email account(s) at least once per shift.
15. Balances the cash register and daily receipts.
16. Provides information about the Museum Adventure Pass program and prints passes as requested by patrons.
17. Provides assistance with copier, scanner and fax and troubleshoots as needed.
18. Assists patrons with functions of the patron online account such as renewing materials, placing requests, suspending and canceling requests.
19. Accepts payments from patrons for computer printing and issues guest passes for public computers.
20. Participates in community outreach activities as required.
21. Directs patrons to appropriate department or staff for further assistance.
22. Sorts incoming RAILS delivery bins.
23. Participates in the circulation function of Interlibrary Loan, including processing incoming and outgoing materials.
24. Processes and prepares "new" materials for the general collections when they are removed from the "new" collections.

## **OTHER RESPONSIBILITIES**

1. Monitors and manages patrons' activities and use of the Library in accordance with Library policies and procedures.
2. Performs daily maintenance and cleaning of designated public service areas.
3. Troubleshoots minor equipment problems.
4. Demonstrates functionality of the Library catalog including basic searching techniques (keyword, author, title, sort & limit).
5. Identifies damaged or worn materials and routes to Circulation Manager for billing or to technical services for repair.
6. Answers questions about Library programs and registers patrons for programs which require registration.

7. Places items on cart in order for Collection Support Specialists.
8. Shelves new materials and audiovisual materials.
9. Assists with departmental and general Library projects. (Examples include proofreading, collating, folding, filing, sorting, labeling, filing, word processing, data entry, etc.)
10. Monitors and organizes departmental supplies and alerts supervisor when supplies are low.
11. Monitors and organizes Library forms and prepares additional copies when needed.
12. Other duties as assigned.

## **MATERIALS & EQUIPMENT**

This position requires the use of a variety of office machines and office equipment including but not limited to computers, various printers, barcode scanner, telephone, touchscreen device, coin op towers, copy machine, SimpleScan station, self-check machines, paper cutter, calculator, shredder, laminator, coffee maker.

## **EDUCATION AND EXPERIENCE**

1. One year experience working directly with the public in a customer service environment, library experience desirable.
2. High School Diploma or G.E.D., LTA certificate desirable

## **OTHER QUALIFICATIONS FOR HIRE**

1. Ability to work days, evenings and weekends.
2. Computer and keyboarding skills.
3. Access to reliable transportation.
4. Fluency in written and spoken Spanish desirable.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of operations, services and activities of a public library.
2. Knowledge of policies and procedures of a public library.
3. Knowledge of integrated library automation and circulation systems.
4. Keeps abreast of new trends and innovations in the field of library circulation efficiency, automation and public service.
5. Ability to meet the expectations outlined in the Library's core competencies.
6. Ability to stay calm, exercise judgment and maintain composure in a busy public service environment.
7. Knowledge of and demonstrated ability to provide exceptional customer service to patrons of all ages.
8. Ability to work independently.
9. Ability to plan, organize and prioritize work in order to accomplish quality work in an effective and efficient manner.
10. Ability to follow through tasks to completion in an atmosphere of continuous interruption.
11. Ability and willingness to work from a team approach by building and maintaining effective and professional working relationships with co-workers across all departments.
12. Skill in performing mathematical calculations.
13. Demonstrated competency in Microsoft Office software (Word, Excel, PowerPoint, Outlook, Publisher).
14. Demonstrated competency in navigating the Internet, including familiarity with searching for and evaluating information.
15. Ability to communicate clearly and concisely, both verbally and in writing, in English.
16. Ability to sort and file documents alphabetically and numerically.
17. Ability and willingness to adapt to change and learn new skills and technology.
18. Ability to maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk, move, squat, reach and stretch during the work shift. The employee works in an active environment and must be able to move frequently and quickly (in a timely manner) around the Department and the Library. Speech and hearing abilities are essential. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good hand/eye coordination for gripping and manipulating materials and objects. A keyboard, mouse, and scanner are used for inputting and retrieving computer data. The employee must lift 25 pounds. The employee must transport or move up to 100 pounds of library materials from one location to another using a wheeled cart. The employee must lift and transport boxes filled with library materials.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the Library, including outdoors.