

JOB DESCRIPTION

Job Title: Customer Service Specialist

FLSA Status: Non-Exempt

Salary Grade and Salary Range:

Grade 2 \$16.59

Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

Job Overview

Provide support and assistance to customers by responding to a wide variety of questions and requests. Duties include, but are not limited to, greeting customers, assisting customers with material checkout, registration for library cards, self-checkout, photocopiers, faxing, etc. Assist customers in locating library materials. Help customers with use of computers. May be assigned to the bookmobile or events to provide customer service. Work is generally well-defined and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to the immediate supervisor.

Essential Functions

1. Customer Service.

- Provide customer service to all who use library services, whether in person, online, or by phone. Provide suggestions to readers, instruct customers on the use of the library catalog and on how to locate items on the shelves. Place unavailable library items on hold and/or request interlibrary loans for customers.
- Offer patron assistance on the use of computers, computer programs, databases, printing, scanning, electronic devices, and photocopier.
- Respond to customers' written inquiries through email and telephone correspondence.

75%

2. Shelving and Maintenance of Public Spaces and Materials.

- Monitor and maintain the browsing areas, including all computer stations.
- Set up and breakdown of meeting rooms.
- Checking in and shelving materials.
- Maintaining library displays of materials.
- Process and shelve newspapers, magazines and supplements, and handle other mail.

15%

3. Other duties as assigned.

10%

Total 100 %

Autonomy

The results of work are defined. This position determines how to accomplish tasks. The supervisor provides overall direction.

Supervisory Responsibility

None

Education and Experience Required

Requires completion of high school with a diploma or G.E.D.
Customer service experience is preferred.

Knowledge, Skills, and Abilities

- Use of Microsoft Office products to create documents, letters and memos and to produce lists, labels and simple spreadsheets. Use of Google Docs and Google Sheets.
- Adept at computer, internet, and photocopier use. Gmail knowledge is a plus, Able to learn how to use other technologies.
- Demonstrate ability to think logically, exercise initiative, and act in the best interest of the library.
- Good oral and written communication and social skills.
- Excellent organizational skills with a high degree of attention to detail.

Work Environment

Position may require being up and moving around the Library and at times stationary at work station. The job requires stooping, bending, squatting, stretching. Occasional lifting, such as three or four reams of paper, four or five books, or other materials (up to 25 pounds) may be required. Required to use motor coordination with finger dexterity (with keyboard, shelving), eye-hand coordination, data entry, and computer use for accessing information. Should be conscious of appropriate ergonomics and workstation setup.

Professional and service-oriented work environment, open to the public throughout the week including nights and weekends. Environment is welcoming, inspiring, creative, and team-oriented.

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.

Date Created: June 21, 2020

Date Updated: July 22, 2024 EM