

# JOB DESCRIPTION

**Job Title:** Customer Service Associate

<b>FLSA Status:</b> <u>Non-Exempt; Part-Time</u>	<b>Salary Grade and Salary Range:</b>	<u>2 - \$16.59-\$21.56</u>
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## Cultivate Curiosity. Enlighten the Mind. Strengthen the Community.

### Job Overview

This position will be at both our Windsor and Severance Libraries. 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 the 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

<p><b>1. Customer Service. —</b></p> <ul style="list-style-type: none"> <li>● Provide customer service to all who use library services, whether in person, online, or by phone. Provide suggestions to readers, and 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.</li> <li>● Offer patron assistance on the use of computers, computer programs, databases, printing, scanning, electronic devices, and photocopier.</li> <li>● Respond to customers' written inquiries through email and telephone correspondence.</li> </ul>	<b>75%</b>	
<p><b>2. Shelving and Maintenance of Public Spaces and Materials. —</b></p> <ul style="list-style-type: none"> <li>● Monitor and maintain the browsing areas, including all computer stations.</li> <li>● Set up and breakdown of meeting rooms.</li> <li>● Checking in and shelving materials.</li> <li>● Maintaining library displays of materials.</li> <li>● Process and shelf newspapers, magazines, and supplements, and handle other mail.</li> </ul>	<b>15%</b>	
<p><b>3. Other duties as assigned.</b></p>	<b>10%</b>	
<b>Total</b>		<b>100%</b>

*Incumbents will be required to work evenings and weekends, be on call, and travel to external events.*

## Autonomy

Guidelines and results of work are defined. Determines how to accomplish tasks and provides updates to the supervisor. 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 Suite.
- 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, and 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 work station 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 for the job.

**Date Created: June 21, 2020**

**Date Updated: March 5.2025**