

## **CUSTOMER SERVICE ASSISTANT**

**Adopted – 01/84; Revised – 04/03, 04/08, 03/09, 08/11, 03/12, 03/13, 03/14, 03/15, 07/15, 01/17, 12/19, 10/20**

Department: Customer Service

Reports To: Customer Service Manager

Supervises: None

Job Status: Part time / Full time

FLSA Classification: Non-exempt

Salary Schedule Classification: Assistant

Indiana Certification Level: None

Position Summary: The Customer Service Assistant performs duties involved in the circulation of library materials, patron accounts, patron computer usage, and organization of materials.

Required Education: High School diploma or an equivalent

Experience: Customer service experience and library experience preferred

### Physical Requirements:

1. Duties are performed in a public library environment
2. Work involves the use of a computer for extended periods of time
3. Work includes physical exertion, such as squatting, bending, standing, lifting books, pushing carts or book bins and lifting 20lbs
4. Work includes reading small shelf/spine labels accurately
5. Must be able to manipulate books and other media

### Job Knowledge, Skills and Abilities:

1. Has a broad knowledge of current public library policies, practices and procedures and be able to execute good judgment when applying same
2. Proven drive and enthusiasm for working with and serving customers
3. Proficient with the Integrated Library System in regards to specific tasks and permissions
4. Ability to communicate with both customers and colleagues at all levels and interact effectively with other internal departments
5. A conscientious, flexible and 'can do' working style
6. Comprehends, retains and follows oral and written instructions
7. Organizes and prioritizes tasks and handles multiple duties simultaneously
8. Good interpersonal and customer facing skills, able to empathize, maintain professionalism, display patience and politeness within a sometimes pressurized work environment
9. Understands the department's role within the library
10. Works accurately with attention to details
11. Working knowledge of computers, computer software and Internet skills
12. Good team working skills and ability to work with minimal supervision

### Essential Duties of Customer Service Assistant:

*The following outlines the nature and level of assignments typical for this position. It is not an exhaustive list of duties. Additional duties may be assigned.*

- A. Provide direct, quality customer service to library patrons related to circulation of library materials including, but not limited to:
  1. Check in/out and renew library materials
  2. Register and issue new cards
  3. Update library cardholders

4. Answer telephone calls, in-person questions and emails and direct to proper staff person and/or library area
  5. Provide accurate library information
  6. Process held returned materials, pending holds and notify patrons by telephone, mail or email of held materials
  7. Collect fines and fees and explain reasons for both
  8. Process interlibrary loan materials – receiving and returning materials via the courier and/or the mail
  9. Assist other departments with pulling pending materials
  10. Manage the Claimed Returned, Claimed Never Had and Missing lists
- B. Sorting and shelving materials alphabetically and numerically, locating checked in materials and general order and appearance of shelves.
1. Sort materials
  2. Shelf materials
  3. Read and straighten shelves
  4. Shift materials as needed
- C. Technology – Operate, troubleshoot, maintain and give general assistance in usage on the equipment, hardware and software located at the Customer Service desks and Computer Lab, including but not limited to: computer, self-check machine, application software, printers, copiers, scanner, and fax machine
- D. Meeting Rooms and Digital Conversion Stations – Provide assistance with scheduling public meeting rooms and Digital Conversion Stations for patrons; managing the meeting room keys; and assisting with meeting room and Digital Conversion Station questions.
- E. Open and close the Customer Service desks and assist with securing the building at closing.
- F. Know emergency procedures employed in the event of power outages, fire, tornado and other emergencies

Other Duties:

- A. Assist with providing patron assistance with the Digital Conversion Stations
- B. Assist with processing materials, as needed
- C. Assist patrons with locating materials and placing reserves on library materials
- D. Assist in Library-wide events, activities, and outreach