

Cleve J. Fredricksen Library

Job Description

Public Services Specialist

Part time

Non exempt

Updated: 10/23/2012; 6/13/2013

Job summary: Creates a positive experience for each customer while performing all essential job duties; Uses dynamic approaches to a variety of customer interaction duties including: actively assisting customers with locating materials and with using catalog, assisting customers with self-directed tasks and technology, handling of all circulation duties; works under the direct supervision of the public services manager.

Essential Functions:

1. Creates positive experiences for library customers by effectively and efficiently performing job tasks
2. Demonstrates superior public service skills, and an understanding of public library operations. Supports “customer first” practices. Proactively seeks to assist customers with finding items. Circulates the library floor regularly while performing other work duties to actively assist customers. Demonstrates tact and professionalism in all communications. Provides accurate information and directional assistance
3. Proficiently performs circulation tasks including but not limited to: opening and closing procedures, checking in daily newspapers, checking in and out materials, renewing materials, registering customers for library cards, placing materials on hold, collecting fees; shelving materials, maintaining the overall appearance of the shelves, pulling expired hold report, retrieving bookdrop, processing materials from daily lists, assisting with delivery of materials, operates cash register and credit card machine accurately when receiving payments and making change
4. Demonstrates a professional, positive, cooperative, team-oriented working relationship with staff, administration and volunteers; in the absence of the department manager supervises the circulation pages and volunteers assisting with the tasks of circulation
5. Markets library programs and events through discussion and distribution of materials
6. Demonstrates the utmost professionalism and courtesy to all customers in any communication whether face-to-face, phone, email or web-based communication
7. Provides assistance with the use of computer catalog, self-directed tasks and technology, as needed
8. Attends staff, county and other professional meetings. Participates in and strengthens library and branch teams. Complies with continuing education requirements. Stays current with Cumberland County Library System and Cleve J. Fredricksen Library policies and procedures
9. Other projects and responsibilities may be added at the supervisor’s discretion

Required Knowledge, Skills, and Abilities:

1. Must possess excellent customer service skills; Requires the ability to handle customer complaints, difficult situations, and the challenges presented by customers
2. Ability to demonstrate tact and professionalism in all communications
3. Ability to receive cash and make change

Public Services Specialist

Required Knowledge, Skills, and Abilities (cont.):

4. Ability to accurately place materials in correct locations in correct order
5. Knowledge of basic computer functions and software; Must be able to learn and become skilled with library equipment, technology and software as required to effectively and efficiently perform essential functions

Education:

- High school diploma or G.E.D.
- Previous customer service experience preferred

Physical and Environmental Conditions:

Work regularly demands light physical effort in the handling of materials, boxes, carts, or equipment, as well as manual dexterity and visual acuity when working with a computer. Regularly lifts and carries books and materials weighing as much as 30 pounds; regularly pushes and pulls carts; regularly bends and reaches for books on top and bottom shelves; regularly uses repetitive movements and views small print when assisting patrons with searches on the computer. Work may require standing for extended periods of time.

The work environment involves everyday risks which require normal safety precautions typical of such places as offices, meeting rooms, and libraries, e.g., the safe use of work place practices with office equipment, avoidance of trips and falls, and observance of safety regulations.

This document describes the position currently available. It is not an employment contract. The Cleve J. Fredricksen Library and East Pennsboro Branch Library reserve the right to modify job duties or job descriptions at any time. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this job.