



JOB DESCRIPTION

Job Title: Library Associate, Customer Service Desk

Classification: Non-exempt

Salary Grade: Associate 1

Reports to: Customer Service Manager

Date: 2015

Summary: Responsible for working with the public by performing circulation procedures that ensure quality customer service and the effective flow of library materials.

Essential Functions:

- Implement all Circulation operations: check-in, check-out, renewals, answering phones, registering new patrons, handling overdue issues, and opening/closing library procedures
- Answer routine inquiries, screen telephone requests and refer patrons in need of professional assistance to librarians
- Instruct patrons on use of computer catalog; locate library materials for patrons
- Handle a cash draw for payments
- Promote library services and programs; maintain displays and assist with shelving
- Sort mail, empty the drop box, and set up meeting room for programs
- Attend professional workshops/seminars related to position; participates in networking with local library association
- Develop constructive and cooperative working relationships with others, and maintain them over time
- Develop specific goals and plans to prioritize, organize, and accomplish work
- Communicate with people outside the Library, representing the Library to customers, and other external sources.
- Other duties as assigned

Qualifications:

- High school diploma
- Service oriented, actively looking for ways to help people; enjoys working with the public and co-workers in a friendly non-competitive environment
- Shows initiative, flexibility, resourcefulness, good judgment and the ability to work independently

- Must be willing to take a proactive approach to promoting the library's collection, services and programming
- Must have the ability to arrange things or actions in a certain order according to a specific rule or set of rules
- Good writing and communication skills with the ability to communicate information and ideas so others will understand
- Computer literate, with a willingness to learn Google software and services, email software, Microsoft Office software and Library software
- Ability and willingness to work a varied schedule including evenings and weekends
- Must be able to stand for long periods of time and perform physical activities that require movement of the entire body, including but not limited to lifting, walking and stooping
- Must be able to withstand repetitive motions using fine motor skills pertaining to the opening, closing, and inspection of books, media cases, and their contents, along with typing on a keyboard
- This job requires integrity, cooperation, dependability, and being open to change in the workplace

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be re-assigned at any time with or without notice.

Grafton-Midview Public Library is an equal opportunity employer providing employment opportunities for all applicants and employees without regard to race, color, religion, sex, age, disability, national origin, veteran/military status, genetic information, or any other characteristic protected by law.