

Samuels Library

Job Description

Position Title: Customer Service Specialist I

Reports to: Circulation Supervisor

Position Summary: The Customer Service Specialist I provides general circulation services to patrons, as well as providing a number of other services to the public. The Customer Service Specialist I also assists in shelving books and maintaining shelves in Dewey Decimal order. Work is performed under the direct supervision of the Circulation Supervisor.

Major Responsibilities: (These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for circulation of materials to patrons, both check-in and check-out.
- Registers patrons and updates registration information using forms and online circulation system.
- Assists in monitoring the behavior and conduct of library patrons.
- Greets, assists and refers patrons according to their needs.
- Answers incoming phone calls, directing customer to appropriate staff member.
- Assists in shelving materials and shelf reading to ensure proper organization of the library's materials.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to make decisions within stated guidelines and to work independently in a wide variety of situations.
- Ability to deal with routine patron problems and maintain effective, harmonious relationships.
- Knowledge of computers.

- Knowledge of library operations, with special emphasis on the Dewey Decimal system.
- Ability to work evenings and weekends.

Education and Experience:

- Requires high school graduate; some college preferred.
- Previous library or customer service experience a plus.

Physical Requirements of the Position:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible force constantly to move objects; work requires fingering and repetitive motion; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data; the worker is not subject to adverse environmental conditions.

Special Requirements:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.