

Pickerington Public Library

Customer Services Assistant Position

Location: Sycamore Plaza Library

Reports to: Manager as assigned

Non-exempt part-time position: 20 hours a week

Compensation: Starting at \$10.25/hour

The Customer Services Assistant provides friendly, high quality service to library customers under the direction of the Branch Manager. Responsible for assisting customers with computers and other library needs. Committed to the Pickerington Public Library's Mission to "Inspire Knowledge, Connect Community, Enrich Our World, Read!"

Job Summary:

- Provides excellent service to customers of all ages and backgrounds, practices positive public relations and performs duties in a friendly and courteous manner
- Assists customers with Library card accounts in person, over the phone, by e-mail, etc.; including processing account applications, verifying account information, informing customers of and enforcing account rules and regulations, accepting payment on accounts and ensuring accuracy of the account
- Resolves customer account disputes by interviewing customer, analyzing account information, communicating about the situation and negotiating with customer
- Works at the Customer Service desk, including checking in and checking out items, emptying book returns, and other typical duties
- Issues library cards and maintain(confidential) customer files
- Processes and sorts materials accurately and efficiently; materials from cargo bins, returned materials from customers, expired reserves and new materials
- Counts and balances register when needed, and prepares bank deposit
- Assists customers in using the catalog, computers, copiers and other equipment
- Maintains Library collection by identifying and solving problems with library materials, performing cleaning of library materials, shelf reading, shelving materials, facing and conditioning shelves, pulling materials in poor condition from shelves, maintaining customer reserve shelves, processing various reports which involve searching for library materials (i.e. Pull List)
- Performs opening and closing duties
- Participates in staff meetings and volunteer to serve on committees and library projects when appropriate
- Seeks out and participates in continuing education opportunities in order to keep skills current and broaden knowledge
- Assists customers with OPAC terminals and searches by title/author to request materials from other locations and other library systems
- Demonstrates understanding of basic library routines and adheres to library policies and procedures
- Assists in public service areas as needed; answer basic directional questions in person and over the phone; locate and retrieve materials for customers, assist customers with self-service public technology; and support the code of conduct
- Assists in all public service areas, including Homework Help Center as needed
- Performs additional duties as assigned including working at community events and in house library classes/events

Qualifications:

- High School Diploma or equivalent
- Excellent communication skills
- Skill in Microsoft Office applications
- Skill in ILS automation environment, or ability to develop that skill
- Maintains professional, businesslike behavior and appearance
- This individual would need the ability to work a flexible schedule including evenings and weekends
- Demonstrated commitment to serving library customers and residents of the community

Physical Demands:

Physical requirements include ability to stand, sit, bend, push and carry library materials over an extended period of time. Must be able to lift up to 30 pounds and push a 50-pound cart.

Resumes can be e-mailed to: boliver@pickeringtonlibrary.org

Or mailed to: Pickerington Public Library
Attention: Brenda Oliver
201 Opportunity Way
Pickerington, Ohio 43147

Resumes will be accepted until position is filled.

The Pickerington Public Library is an Equal Opportunity Employer. Applicable background checks will be performed.