Call Center Specialist (Part-time)

Salary Range: $16.24 - 24.40 hourly

Apply Today!

PURPOSE OF JOB

This position serves as a primary contact point for customers contacting the library through phone, chat, and e-mail. Ensures a positive customer experience by determining customer needs, analyzing and solving problems, and connecting customers to appropriate locations, departments, and resources.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Answers basic reference and directional questions over the phone, chat, and by e-mail. Assists customers with library website navigation including accessing the catalog, electronic resources, meeting rooms, and events. Regularly provides support and troubleshooting for eContent services, including eReaders.

2. Assists customers with library card accounts over the phone, chat, and by e-mail; 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.

3. Resolves customer account disputes by interviewing customer, analyzing account information, communicating about the situation with customer, and negotiating.

4. Assists with location operations including opening and closing procedures; ordering and maintaining location supplies; and ensuring that the location is neat, orderly, appealing and inviting to staff.

5. Assists with maintaining knowledge bank; may assist with creating daily schedules, gathering and reporting statistical data, and other clerical duties as assigned.

6. Interprets library expectations written for in-person service in light of virtual interactions. Offers suggestions for edits as appropriate.

7. Provides training on library technology to customers and staff one-on-one; may assist Information staff in classroom settings. Responsible for trouble shooting technology problems at the location, notifying and coordinating with Information Technology staff as needed.
8. Performs additional duties as assigned including serving on task forces, committees, etc. May be asked to fulfill duties of the CSA and CSS.

QUALIFICATIONS AND REQUIREMENTS

1. High school diploma or G.E.D.
2. Ability to express self effectively and concisely, both orally and in writing.
3. Knowledge of Internet and database services.
4. Strong phone, verbal communication, and active listening skills.
5. Ability to multi-task, set priorities and manage time effectively.
6. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
7. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

SCHEDULE

Combination of mornings, afternoons, evenings & weekends, alternating Friday & Saturday. Sundays as assigned.