



Customer Services Specialist – Linden Branch (full-time)

Salary Range: \$17.67 – \$26.90 hourly

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PURPOSE OF JOB

This position serves as a primary contact point for customers using the library, ensuring a positive customer experience by determining customer needs, analyzing and solving problems, and directing customers to appropriate staff and resources. Specific job responsibilities may vary based on work location.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Processes and sorts materials accurately and efficiently; including returned materials, reserved items for incoming and outgoing delivery, expired reserved materials, and new materials as needed.
2. Supports location's customer service plan by proactively greeting customers; answering basic reference and directional questions in person, over the phone, by e-mail, instant message, etc.; locating or retrieving materials for customers; assisting customers with library technology; supporting the code of conduct; assisting location staff with program preparation at the location and off-site; and sharing early literacy skills with customers.
3. Assists customers with library card accounts in person, over the phone, by e-mail, instant message, 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.
4. Manages money at the location, including balancing and reconciling cash drawers, checking receipts and records from various money collection machines, preparing deposits, completing reports, etc.
5. Resolves customer account disputes by interviewing customer, analyzing account information, communicating about the situation with customer, and negotiating.
6. Assists with location operations including opening and closing procedures; unlocking or locking of doors; ordering and maintaining location supplies; maintaining public materials and bulletin boards; maintaining location lost and found collections; ensuring that the location is neat, orderly, appealing and inviting to customers and staff; creating daily task schedules; gathering and reporting statistical data and other clerical duties as assigned.
7. Maintains library collection by identifying and solving problems with library materials; performing cleaning of library materials; processing withdrawn and donated materials; pulling materials from the shelves for review by information staff based on criteria such as condition, age, and frequency of use; maintaining customer reserve shelves; and processing various reports which involve searching for library materials.

8. 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.
9. Coordinates volunteer activities, and orients volunteers and new staff to Customer Services Specialist tasks.
10. Performs additional duties as assigned including serving on task forces, committees, etc.

QUALIFICATIONS AND REQUIREMENTS

1. High School Diploma or G.E.D required.
2. Ability to express self effectively and concisely, both orally and in writing.
3. Knowledge of Internet and database services.
4. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
5. 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.