

**Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.**

**CCPL is currently seeking a Branch Services Clerk here in Northeast Ohio.**

**Review the summary of the job description below AND apply today: [6192694:Career Search \(saashr.com\)](https://6192694.careersearch.saashr.com)**

**Title: Branch Clerk  
GENERAL SUMMARY**

Under moderate supervision, performs a variety of customer service and clerical functions related to the circulation of library materials including checking materials in and out, answering patron questions, processing card applications, answering phones, collecting fines, and accepting passport applications.

**JOB REQUIREMENTS**

Competencies that an incumbent should be able to demonstrate and that are reflected in the knowledge, skills and abilities that lead to the satisfactory accomplishment of the Essential Job Functions below, include Communications Skills; Listening; Empathy; Feedback (Giving and Receiving); Problem Solving Ability; Customer Service; Perception/Judgment; Attention to Detail; Dependability; Diversity Focus; Teamwork Focus; Self-Development; Change Handling Ability; Persistence/Perseverance; Time Management; Computer Knowledge and Use; and Circulation Services.

**Specific Knowledge, Skills, and Abilities required include:**

1. Knowledge of standard office procedures and practices.
2. Skill necessary to develop and maintain effective, courteous and appropriate working relationships with co-workers, customers, vendors, and/or representatives of other agencies.
3. Skill in operation of typical office equipment such as personal computer, facsimile, self-checks, receipt printers, credit/debit card readers, computerized cash register express, digital camera and photocopier, copiers, scanners, calculators, and telephones.
4. Ability to demonstrate basic skill in using a personal computer and job-related software or systems applicable to the essential functions of the job, which may include, but not be limited to email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems used by CCPL.
5. Ability to understand the difference between confidential and sensitive information and to handle each appropriately.
6. Ability to apply sound judgment, resolve problems, and make effective decisions.
7. Skill in exercising advanced level of verbal, interpersonal and customer service skills.
8. Ability to accurately organize and maintain paper documents and electronic files.
9. Ability to detect basic errors and make corrections as appropriate.
10. Ability to use Library resources effectively and efficiently.
11. Ability to stay focused despite constant interruptions.

## **ESSENTIAL JOB FUNCTIONS**

1. Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
2. Performs as needed all branch circulation functions in the integrated library system. Answers customer questions regarding the completion of forms, takes passport photos, collects funds, and completes appropriate sections. Assists customers with self-fax and copy machine tasks. Instructs customers on use of self-check machines
3. Provides customer service to library customers including answering telephones regarding library services, policies and procedures, providing general information about the library and responding to customer inquiries.
4. Accepts applications for library cards, voter registration, and Golden Buckeye membership.
5. Accepts passport applications. Answers patron questions regarding the completion of passport forms, takes passport photos, collects funds, and completes appropriate sections.
6. Collects fines and fees, prepares deposit records, balances daily cash register receipts, deposits money as assigned and maintains daily activity records.
7. Processes Ohio Link and Search Ohio. Processes and packages materials to be sent to other libraries within and outside the CCPL library system. Unpacks and checks in materials sent from other libraries.
8. Mends and discards materials as directed. Recycles materials when necessary.
9. Sorts, processes and distributes incoming and outgoing mail and delivery, including daily check-in of periodicals, as assigned.
10. May assist in opening, closing and monitoring building and in maintaining building security and safety standards as assigned.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

## **Summary Minimum Education & Experience Required**

1. High school diploma or GED.
2. At least one year of clerical and customer service experience.

## **OTHER TESTING/LICENSES REQUIRED**

1. A criminal background check is required, as are pre-employment drug and nicotine screens.
2. Certification as a Passport Acceptance Agent required unless exempted.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS**

1. Routine lifting of moderately heavy items, such as books or records boxes (over 25 pounds and up to 50 pounds), pushing full carts and/or standing for long periods of time as well as frequent stooping and bending.
2. No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.
3. Occasional minor discomforts from near-continual computer terminal use.