



## **Customer Services Specialist – Outreach Services (full-time)**

**Salary Range:** \$17.67 – \$22.28 hourly

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### **PURPOSE OF JOB**

This position serves as a primary contact point for Outreach Services customers, ensuring a positive customer experience by determining customer needs, analyzing, and solving problems, and directing customers to appropriate staff and resources. Shares responsibility for the circulation functions of the School Delivery Service.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Supports location's customer service plan by proactively greeting customers; answering basic reference and directional questions in person and delivering browsing carts of library materials and holds to area senior apartments and facilities. Assists customers with library databases on their personal devices. Participates in reading conversations with customers and makes recommendations based on customer profiles.
2. 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, directing customers to a location that accepts 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. Maintains library collection by identifying and solving problems with library materials; performs cleaning of Library materials; processes withdrawn materials; pulls materials from the shelves for review by information staff based on criteria such as condition, age, and frequency of use; maintains customer reserve shelves; and processes various reports which involve searching for library materials. Shares collection needs with Collection Lead.
5. Provides training on library technology to customers and staff one-on-one; trouble shoots technology problems at the location, notifying and coordinating with Information Technology staff as needed.
6. 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.
7. Shares responsibilities of driving CML vehicles. Helps maintain condition of vehicle mechanics by regularly monitoring vehicle operations and reporting possible issues or concerns.

8. Assists with lobby stop operations including opening and closing procedures such as bagging holds for the daily sites; printing site schedules, unpacking returns at the end of the day for distribution, ordering and maintaining location supplies, gathering, and reporting statistical data and other clerical duties as assigned.
9. Performs circulation duties for the School Delivery Program including check-outs, returns, and preparation for delivery. Assists in the organization and inventory of school delivery bins. Tracks usage patterns and long overdue materials. Assists with school account creation and management.
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; no experience required.
2. Customer service experience preferred.
3. Ability to express self effectively and concisely, both orally and in writing.
4. Knowledge of Internet and database services.
5. Ability to troubleshoot computer and office equipment.
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. Valid driver license which meets the minimum requirements of CML's vehicle insurance policy.

## **WORKING CONDITIONS AND PHYSICAL DEMANDS**

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of more than 100 lbs. and the frequent lifting or pushing of more than 50 lbs.