

SANDUSKY LIBRARY
POSITION DESCRIPTION

TITLE: Customer Service Assistant

POSITION CLASSIFICATION: Clerk I

REPORTS TO: Assistant Director

Minimum Qualifications: High School Diploma.

Required Knowledge, Skills, and Abilities:

Ability to meet and courteously serve library patrons.

Ability to work independently and with co-workers with minimal supervision.

Basic computer knowledge for general library communications and operations.

Accuracy and attention to detail.

Ability to understand and communicate library policies and procedures effectively to library staff and patrons.

Principle Duties and Responsibilities:

Promotes the Sandusky Library system in a positive light at all times to the community.

Meets and handles the public with a cheerful attitude and a sense of humor.

Registers patrons for library cards and/or replacement cards.

Assists patrons in checking out materials, accepting fines, explaining policies, responding to security gate alarms, directing patrons to copiers, adaptive carts and other needs as requested.

Route in patron holds, readies service desk for public service (restarting computers, electronic signage, phone greeting, cash register) each morning.

Operates library equipment such as cash register, copy machine, self check machine, new card registration computer, and credit card machine.

Maintains adequate supplies at service desk.

Keeps library materials on hold shelves in order and keeps service area neat.

Performs other duties as required.

For compliance with ADA: Any individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.