



Customer Services Assistant II Job Description

JOB TITLE	DEPARTMENT	PAY GRADE
Customer Services Assistant II	Customer Services	A6
CLASSIFICATION	REPORTS TO	SUPERVISES
Non-Exempt	Customer Services Supervisor	N/A

POSITION SUMMARY

The Customer Service Assistant II assists customers on the optimal use of Library services. Provides consistent, accurate, and timely handling of library materials for circulation. Provides quality customer service and performs assigned departmental duties. Contributes to general orderliness of facilities and library materials. Collaborates with other staff to resolve circulation related issues as needed and assists in creating a positive environment.

RESPONSIBILITIES

- Performs circulation activities for the Library including checking materials through the customer services desk, issuing library cards, collecting of fines/fees, and resolving issues that may include lost, damaged, or overdue materials.
- Responds to customer requests promptly and courteously, referring difficult or unusual requests to the appropriate Library staff, with diplomacy.
- Explains and assists library users with use of library equipment, print resources, technology, online databases, websites, downloadable materials, and software applications.
- Troubleshoots basic problems with self-check machines, phones, and other circulation equipment.
- Ensures the quality of the collection material by reviewing materials and routing damaged items to the appropriate department.
- Facilitates communication concerning building issues with the Facilities Department and Library management.
- Answers and responds to phone inquiries or routes calls to appropriate department.
- Handles lost and found materials according to established guidelines.
- Makes announcements over the public address system as needed.
- Accepts used material donations and routes to appropriate location.
- Collaborates on programs/projects with other staff, occasionally at other locations.
- Performs tasks associated with opening and closing the department.
- Assists with paging list fulfillment, including pulling, processing, and shelving holds.
- Monitors and maintains order in the public areas to ensure a welcoming environment for customers.
- Assists in maintaining departmental statistics and reports.
- Uses personal computer, current software, and other common office equipment.
- Performs other related duties and special projects as assigned.

Effective 12/3/2020

KNOWLEDGE/SKILLS/ABILITIES

- Demonstrates strong written and verbal communication in responding to customers and staff.
- Uses problem solving skills to assist in determining priorities and finding timely solutions to departmental or system-wide issues.
- Provides quality assistance to customers and staff by seeking to understand customers' needs and providing relevant support.
- Maintains confidentiality and remains calm even in stressful conditions.
- Possesses strong technical skills. Familiar with a range of hardware and software technologies. Keeps current in relevant technology.
- Strong organizational and time management abilities. Complete assignments and projects in a timely manner.
- Demonstrates appropriate cash and credit card management.
- Adaptable and responsive to change.
- Maintains a positive approach while doing daily tasks and handling complex situations.
- Ability to successfully collaborate with coworkers.

EDUCATION/EXPERIENCE/QUALIFICATIONS

- High school diploma or equivalent
- Minimum 2 years of customer service experience
- Bilingual proficiency a plus

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to speak, hear, comprehend, and respond to staff, customers, and the public in person, in writing, and in telephone conversations
- Must have visual ability to see computer screens
- Must be able to manipulate computer keyboard, and other equipment
- May require sitting/standing/walking/ for prolong periods
- Moving/lifting requirement of 5 to 35 lbs
- Must have reliable means of transportation to attend meetings, conferences, and perform work in other locations

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities, and functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library's operational demands.

Employee's Signature

Date