JOB DESCRIPTION – 11 hours/week, including one evening a week, plus 1 Saturday a month

Salary - $13.46/hr

CIRCULATION CLERK – provides excellent customer service. Works under the supervision of the Head of Circulation/Adult Services.

1. Greets patrons both in person and on the phone, providing name either on phone or by wearing name tag

2. Performs routine circulation functions, places holds, collects fines & fees

3. Provides customer service, refers to librarians as needed

4. Assist patrons with use of available machines and technology, to include copier, fax machine, and patron computers

5. Answers phone, assists patrons, transfers calls as needed

6. Provides patrons with information about library programs and assists with registration

7. Encourages circulation, program participation, and Friends membership

8. On the job training is provided under the supervision of higher level personnel

9. Participates in a minimum of one library or system provided technology/continuing education class per year.

10. Assists with shelving, program room set up, book donations, and safety issues.

11. Other duties as required.

Required Skills and Abilities: This position requires:

12. "People Person," with strong interpersonal skills, including tact and courtesy in dealing with the public and coworkers.

13. A working knowledge of general office procedures

14. Familiarity with computers

15. Flexibility, a sense of humor, patience, initiative, and a positive work attitude

16. High School or equivalency diploma

PHYSICAL REQUIREMENTS

▪ Some lifting (up to 35 pounds) is required

▪ Ability to stand for extended or continuous periods of time

▪ Ability to operate a personal computer in order to access and retrieve books

and materials

▪ Ability to climb staircases, ladders, and/or step stools

▪ Sufficient clarity of speech and hearing or other communication capabilities to

communicate effectively on the telephone, in-person, and through e-mail

▪ Frequent standing, walking, stooping, kneeling, crouching, and sitting