

Job Title:	Customer Services Assistant I	Job Classification:	Assistant I
Department/Group:	Customer Services	Job #:	560
Location:	Indian Creek	Position Type:	Hourly: 13.75/week
Level/Salary Range:	\$13.86/hour	Schedule:	Monday 1:00 pm – 5:15 pm Friday 2:00 pm – 6:00 pm Alternating weekends: Saturday 10:00 am – 5:00 pm Sunday 1:00 pm – 5:00 pm <u>Open and/or flexible availability strongly preferred</u>
HR Contact:	Leslie Ellsworth	Date posted:	November 26, 2018
Benefits:	NA		
Posting url:	http://www.olathelibrary.com/employment		
Application Deadline: Position open until filled.			
FAX OR E-MAIL: (913)-971-6839 or lellsworth@olatheks.org Subject Line: Attention: HR Department, #560 Assistant I Online Application: http://www.olathelibrary.org/employmentapplication		MAIL: Leslie Ellsworth Olathe Public Library 201 E. Park St. Olathe, KS 66061	
Job Description			
SUMMARY Olathe Public Library seeks an enthusiastic individual with excellent communication skills who is excited about providing front-line assistance to library customers at the consolidated service desk.			
ROLE AND RESPONSIBILITIES			
Essential Duties:			
<ul style="list-style-type: none"> • Know and explain library services to customers • Assist library customers in the general location of library equipment and materials • Maintain effective courteous working relationships with all library customers • Work as a team member with other staff and volunteers • Participate in library staff meetings directly related to your area of responsibility • Know and enforce library policies in area of responsibility • Assist staff in providing services and programs to library customers • Begin troubleshooting equipment problems and report to the appropriate staff 			
Specific Duties:			
<ul style="list-style-type: none"> • Explain circulation policies and procedures to customers • Register customers by determining eligibility according to library policy, checking identification, issuing library cards, and accurately entering customer data into the computer 			

- Charge out and check in library materials following library procedures
- Assess and negotiate overdue fines and lost materials costs
- Collect fines and work with customer to resolve billing problems
- Answer questions about the customer’s library record
- Maintain customer confidentiality
- Operate telephone
- Answer general questions, assist customers in locating materials and information, and request items not available for immediate check out
- Provide basic readers’ advisory services
- Refer customers with in-depth or lengthy questions to on-call librarian
- Assist customers with computer reservations, guest passes, and printing
- Instruct customers in the use of library resources, including the Internet, Web Catalog, various databases and print resources
- Use computers, printers, TTY, fax and other general office equipment
- Record various statistical information
- Instruct customers in the use of the public copy machines. Maintain public copy machines by adding paper, undoing paper jams and adding toner as needed
- Organize carts for library pages and volunteers to shelve
- Maintain the reserve shelf
- Keep informed about library and departmental information and changes via electronic and written mail, and through attendance at staff meetings. Attend departmental meetings as scheduled
- May perform a variety of clerical duties such as processing transfers and holds, preparing displays, weeding “New and/or Hot Pick” materials, and balancing the cash register
- Attend outreach events, issue new accounts and promote the library as requested
- Duties as assigned

QUALIFICATIONS AND EDUCATION REQUIREMENTS

This position requires excellent written and verbal communication skills, the ability to work in a team environment, a “whatever it takes” work ethic, and an excellent customer service attitude.

Physical Requirements:

Administers work typically standing at a counter. Work involves bending, reaching, lifting up to 40 lbs., pushing and maneuvering book carts filled with library materials, walking and other limited physical activities. Operation of computer and scanning equipment is required. Regular contact is made with employees, volunteers and the general public.

Education and Experience:

High School Diploma or equivalent. Intermediate level proficiency using Microsoft software applications (specifically MS Word, Excel, and Outlook).

PREFERRED SKILLS

Prefer at least one year of library, public service or related experience. Prefer candidates that can accurately type 45+ words per minute. Prefer candidates with a knowledge of SIRSI software or other ILS.

Last Updated By:	Allison Branch	Date/Time:	11/26/2018
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