

Job Title:	Customer Services Assistant I	Job Classification:	Assistant I
Department/Group:	Customer Services	Job #:	563
Location:	Downtown	Position Type:	12.167 hrs./wk.
Level/Salary Range:	\$13.86/hour	Schedule:	Thursday 9:00 am – 2:00 pm Friday 9:00 am – 2:00 pm Every 3 rd Saturday 10:00 am - 5:00 pm Flexibility in scheduling required
HR Contact:	Leslie Ellsworth	Date posted:	12/3/2018
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, #563 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:

- Knows and explains library service available to customers
- Assists library customers in the general location of library equipment and materials
- Maintains effective courteous working relationships with all library customers
- Works as a team member with other staff and volunteers
- Participates in the library planning process
- Participates in library staff meetings directly related to their area of responsibility
- Knows and enforces library policies in area of responsibility
- Assists staff in providing services and programs to library customer
- Begins troubleshooting equipment problems and reports to the appropriate staff

Specific Duties:

- Explains circulation policies and procedures to customers. Registers customers by determining eligibility according to library policy, checking identification, issuing library cards, and accurately entering customer data into the computer. Charges out and checks in library materials following library procedures. Assesses and negotiates overdue fines and lost materials costs. Collects fines and works with customer to resolve billing problems.

Answers questions about the customer's library record. Maintains customer confidentiality. Operates telephone switchboard

- Answers general questions, assists customers in locating materials and information, and requests items not available for immediate check out. Provides basic readers' advisory services
- Refers customers with in-depth or lengthy questions to on-call staff
- Assists customers with computer reservations, guest passes and printing
- Instructs customers in the use of library resources, including the Internet, Web Catalog, various databases and print resources
- Uses computers, printers, TTY, fax and other general office equipment
- Records various statistical information
- Instructs customers in the use of the public copy machines. Maintains public copy machines by adding paper, undoing paper jams and adding toner as needed
- Organizes carts for library pages and volunteers to shelve
- Maintains the reserve shelf
- Keeps informed about library and departmental information and changes via electronic and written mail, and through attendance at staff meetings. Attends departmental meetings as scheduled
- Responsible for processing the Send Item List as assigned
- Responsible for searching for items on the Claims Returned List as assigned
- 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
- Attends 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:

Leslie Ellsworth

Date/Time:

12/3/2018