

Position Description – Staff

Title:	Customer Service Clerk
Department:	Circulation
FLSA Status:	Nonexempt
Employment Status:	Full time or part time
Classification:	Clerk I
Supervisor’s Title:	Circulation Manager
Positions Supervised:	None
Fiscal Responsibility:	No
Last Revision:	September 2024

GENERAL SUMMARY

The Customer Service Clerk provides general customer service to patrons of the Library.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Skill in customer service.
2. Ability to work independently and with co-workers in a wide variety of situations with minimal supervision.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Maintains respect for confidential information at all times.
2. Prepares service desk for public service each morning.
3. Welcomes patrons entering the Library.
4. Cleans and checks in returned library materials.
5. Carts materials for reshelving.
6. Routes incoming phone calls.
7. Registers patrons for library cards and/or replacement cards.
8. Assists patrons with checking out materials, using the copier, accepting payments, explaining policies, and providing direction to locations and services within the Library.
9. Promotes library programming and services.
10. Registers patrons for library programs and services.
11. Routes patron holds.
12. Operates library equipment such as cash register, copier, self-check kiosk, and credit card reader.
13. Maintains adequate supplies at service desk.
14. Maintains a clean and organized service area.
15. Keeps library materials on hold shelves in order.



- 16. Empties the book drop as needed.
- 17. Assists with shelving of materials as needed.
- 18. Assists with public service at the Follett House Museum as needed.
- 19. Performs light housekeeping as necessary to maintain a clean and safe environment.
- 20. Supports the vision, advances the mission, and embodies the core values of **Integrity, Equality, Service, Innovation, and Teamwork** of the Sandusky Library.
- 21. Complies with Sandusky Library’s policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the position, including [but not limited to] work scheduling and attendance, customer service, use of Library property, technology use, personal conduct, and confidentiality.
- 22. Other duties as assigned.

POSITION QUALIFICATIONS

- Education: High School diploma or equivalent is required.
- Certifications or licensure: None.
- Years of relevant experience: No prior experience required. Two or more years is preferred.
- Years of experience supervising: None.
- A valid driver's license, automobile insurance, and reliable personal transportation is not required.

COMPETENCIES – STAFF

1. Adaptability	5. Patron awareness
2. Communication	6. Organized
3. Customer service	7. Problem solving
4. Innovative	8. Teamwork

PHYSICAL DEMANDS AND WORKING CONDITIONS

- 1. The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- 2. The noise level in the work environment is usually quiet.
- 3. This position is performed in an office setting although off-site meetings in various settings occur.
- 4. Lifting light objects less than 50 pounds and carrying them short distances [50 feet or less] is required. Pushing carts of library materials up to 150 pounds is required.
- 5. Working irregular hours, including evenings and weekends, is required.
- 6. No local travel by personal automobile is required.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Reasonable accommodations will be made for persons with disabilities covered by the Americans with Disability Act [ADA] in accordance with its requirements.