

JOB TITLE: Part-time Circulation Services Assistant

DEPARTMENT: Circulation

CLASSIFICATION: Group 6

STATUS: Non-Exempt

GENERAL STATEMENT:

Under the general supervision of the Head of Circulation Services, the Part-time Circulation Services Assistant performs circulation duties that include frequent customer interaction in person and by phone. The work includes frequent customer interaction, including in person and by phone. This work includes patron problem resolution, card registration and fine reconciliation, as well as checking in and out, sorting, and routing of materials. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Vision and Key Beliefs of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly service to all users.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Answers patron general library directional and procedural questions in person and on the telephone; refers patrons to appropriate staff for assistance.
5. Checks materials in and out, reports damaged items and sorts materials.
6. Collects fines and reconciles library accounts.
7. Registers patrons for library cards, library programs, and other services.
8. Is responsible for the maintenance and organization of the public holds area.
9. May represent the library at community organizations and events.

PERIPHERAL DUTIES:

1. Performs other duties as assigned.
2. Maintains neatness of public areas including floors, desks, counters, shelves, tables, and areas visible to the public.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers and library equipment.

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, push, move, bend, stand, sit, squat, reach, and stretch continuously during the work shift. Speech and hearing abilities are essential. Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must have good eye/hand coordination for gripping and manipulating materials and objects. The employee must lift 25 pounds and transport or move up to 100 pounds of library materials from one location to another.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree.
2. Two years customer service experience.
3. Available to work nights and weekends.

OR

1. Two years College
2. Four years customer service experience
3. Available to work nights and weekends

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
2. Ability to establish and maintain effective work relationships with staff and patrons.
3. Working knowledge of written and oral English.
4. Ability to work as a member of a team.
5. Ability to handle detail and a wide variety of tasks in a fast-paced service oriented environment.
6. Knowledge of basic computer skills and appropriate software applications.
7. Knowledge of numerical and alphabetical sequences.
8. Willingness to learn new skills.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in

this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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