

JOB TITLE: Account Services Clerk (Part Time)

STATUS: (Fair labor Standards Act): _____ Exempt Non-Exempt

SUMMARY DESCRIPTION: Under the administration of the Library Director and the supervision of Account Services Supervisor, responsible for front line customer service and maintenance of patron accounts.

DUTIES AND RESPONSIBILITIES

Promotes positive customer service experiences in navigating library services
Assists patrons with check-out/return stations, locating holds and managing their accounts
Maintains the hold shelves and replenishes popular collection displays
Issues library cards and orients new users to the library's services & policies
Collects fines/fees and updates patron accounts
Sets up and closes out cash register on a daily basis
Answers directional questions and queries concerning library policies and procedures
Answers telephone and checks for messages
Provides public fax services
Prints overdue notices and clears found materials
Registers patrons to vote if deputized
Maintains an awareness of library activities
Promotes the library by using good public relations practices
Attends meetings and workshops
Performs other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

Ability to work and communicate effectively with the public and staff
Ability to exercise good judgment in making decisions and referrals
Ability to show initiative and solve problems
Ability to use a cash register and correctly make change
Ability to follow directions, work independently and complete assignments
Ability to use computer, keyboard & mouse, fax and telephone
Ability to use MS Office software, email and internet
Ability to file alphabetically and numerically
Understanding of overall library operation

PHYSICAL ABILITIES

Able to safely lift up to 25 lbs
Ability to push, or pull a loaded book cart
Ability to stand for long periods of time and move around the library
Ability to kneel, stoop, bend and stretch in order to reach materials
Ability to see and hear

MINIMUM QUALIFICATIONS

High School Diploma
Experience in a public contact position
Available to work a varied schedule as library needs dictate, including days, evenings and weekends.