



Job Title: Circulation Assistant

Status: Full or Part Time

Schedule: Primarily weekends, weekdays and evenings as required

Reports to: Library Director

Position: Non-exempt

The Chillicothe Public Library District is seeking a welcoming, compassionate, energetic, innovative, self-motivated, individual to provide outstanding service and support in a public library setting. The part-time Circulation Assistant will primarily be responsible for providing exceptional customer service at a busy Circulation Desk. The ideal candidate will have exceptional time-management skills and can effectively prioritize duties in a fast-paced environment.

POSITION SUMMARY:

This non-exempt, part-time position is responsible for providing circulation services to users.

Responsibilities and Duties:

- Practices exceptional customer service skills.
- Welcomes all library users with a friendly, and courteous approach.
- Performs library materials check-in, check-out, renewals.
- Places holds for requested items.
- Registers, renews and updates patron accounts, including collecting payments for fines and/or fees.
- Assists patrons with library computers, copier and scanner.
- Responds to telephone inquiries.
- Communicates library policies and procedures courteously and accurately.
- Conducts basic reference and reader's advisory searches.
- Enthusiastically promotes library services and programs.
- Other duties and tasks as assigned.

Knowledge, Skills & Abilities

- Basic computer skills.
- Excellent verbal and written communication skills.
- Ability to exercise judgement/discretion when working with the public and staff.
- Organized, detail oriented, and exceptional time management skills.
- Ability to bend, stoop, reach, stand or sit at length and lift up to 50 lbs.
- Flexible schedule that can accommodate day, evening & weekend hours.

Education and/or Experience Requirements

- Minimum: High School diploma, GED, or equivalent, and two years of customer service experience.
- Preferred: LTA, or college degree with at least one year of customer service experience.