
Full Time or Part Time: Part Time

Hours: Weeknights, Saturdays, as needed. Average of 20 hours per week.

Salary: Hourly salary range is currently \$13-\$15.

Job Description

The 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. The Circulation Assistant is a welcoming, compassionate, energetic, innovative, self-motivated individual.

Position Summary

This non-exempt position is responsible for providing exceptional customer service experiences to all library 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 judgment/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 and two years of customer service experience.

Preferred: LTA, or college degree with at least one year of customer service experience.