

Customer Service Specialist

FLSA: Non-Exempt, Union

Job Purpose and Summary

Performs a variety of paraprofessional support services throughout the Mid-Columbia Libraries (MCL) including: information, reference and readers' advisory services; materials selection and collection maintenance; services to children and youth; interlibrary loan; and outreach services to target populations.

Supervision Received and Exercised

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over technical, clerical, page or volunteer staff. May act as "Person in Charge" in absence of assigned manager or supervisor.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other MCL resources.
2. Uses information resources including online databases and print sources to answer questions and to locate information to borrow; assists and instructs the public in the use of MCL resources, facilities and policies. Explains MCL policies and procedures to library customers and staff and resolves related questions and concerns.
3. Assists library customers in using the library catalog, online databases, and the Internet.
4. Assists library customers in using computers, photocopiers, microfilm reader/printers, self-checkout machines and other public access equipment. Handles signup or registration process for use of computers and other equipment.
5. Selects, weeds, and replaces library materials in assigned collection areas, working closely with librarian in charge of collection development.
6. Develops and presents library programs to children, young adults, and adults.
7. Performs interlibrary loan functions, borrowing materials for MCL library customers and overseeing the lending of MCL materials; maintains associated files; resolves problems and issues that may arise related to the interlibrary loan function.

8. Working with other staff, develops outreach service and program strategies; identifies target population groups; assesses eligibility for services; delivers library materials and services; selects and maintains outreach collections; works closely with community groups and other service providers who serve targeted populations.
9. Drives bookmobile and/or serves library customers on bookmobile.
10. Assists library customers by checking library materials in and out, issuing library cards, taking fines and payments for lost or damaged materials, updating library customer records, and placing holds. Resolves issues related to over dues and library customer's circulation record.
11. Presents training on the use of library materials and resources to the public and to other staff members.
12. Promotes the use of and assists in the publicizing and merchandizing of library services and materials to the general public and to targeted populations.
13. Prepares a variety of statistical and other reports.
14. Performs clerical functions as needed.
15. Attends meetings and participates in various committees.
16. Under fills for any subordinate position as needed.
17. Performs other duties as assigned.

Qualifications

1. Associate of Arts degree from an accredited college.
2. Two years of library experience, including public contact.
3. Or equivalent technical training, education, and/or experience.

Knowledge of:

1. English usage, spelling, grammar, and punctuation.
2. Principles and procedures of record keeping.
3. Principles and practices of basic library work, including the Dewey Decimal System.

4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, emailing systems, and web-based searching.

Skill in:

1. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
3. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
4. Provide circulation, reference and readers advisory services.
5. Analyze collection needs, select, weed, and maintain collections in assigned areas.
6. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
7. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
8. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
9. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
10. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.

11. Speak a language other than English and exhibit sensitivity to needs of targeted populations as assigned.
12. Operate relevant computer systems, including hardware and software and office machines.
13. Drive library vehicles, as assigned.
14. Work evenings and weekends.
15. Obtain a valid Washington drivers license.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Extended periods of standing may be required when working at a public service desk.
3. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library customers and other MCL staff member will be necessary to resolve situations or problems.

January 1, 2006