

Job Description – Patron Services Clerk

Huntington City-Township Public Library

Position Description:

The Patron Services Clerk performs basic clerical and circulation related tasks as well as providing occasional direct service to patrons. Work is performed under the direction of the Circulation Supervisor.

Primary Objectives:

- Shelves and organizes library materials
- Performs basic circulation tasks such as check in and check out of materials
- Assists library patrons

Specific Responsibilities of the Job

- Processes holds, transits and other circulation tasks
- Shelves material
- Inspects materials for damage and makes recommendations for repair or withdrawal
- Does keyboarding and filing
- Assists with library displays as needed
- Provide exceptional patron service as needed
- Communicate regularly with the Supervisor

Required Knowledge, Skills, and Abilities

Note that these requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of personal computers and related hardware, electronic mail, the Internet, office software, document imaging, etc.
- Ability to learn computer programs or software and use them effectively to perform duties
- Skill in organizing and prioritizing multiple responsibilities within an assigned framework
- Ability to handle high volumes of work
- Ability to work with patrons in a friendly and tactful manner
- Skill in checking information for accuracy and completeness and correcting errors
- Ability to excel as a productive and positive team member
- Ability to communicate effectively both verbally and in writing
- Ability to establish and maintain effective working relationships with other employees, customers, and the public
- Ability to contribute to a positive work culture that fosters excellent customer service and teamwork

Education and Experience

- Degree or equivalent experience: High School Diploma or equivalent strongly

- preferred, some secondary education preferred
- Years of experience: Some customer service experience preferred. Some library experience preferred.
- Specialized training in: customer service, library service
- Certification: none

Physical Demands

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

- While performing the responsibilities of the job, the employee is required to talk and hear.
- The employee is often required to sit and use their hands and fingers, to handle or feel.
- The employee is required to stand, walk, reach with arms and hands, occasionally climb or balance, and to occasionally stoop, kneel, crouch or crawl.
- Extended periods of repetitive hand work are required.
- Extended periods of sitting and using computers are common.
- Extended periods of standing may be required.
- Extended periods of walking may be required.
- Ability to push or pull up to 100 pounds with mechanical assistance.
- Ability to lift up to 25 pounds.

Work Environment

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- The employee may occasionally be exposed to chemicals used in common cleaning products.
- The noise level in the work environment is usually quiet to moderate but may occasionally be loud.
- In general, the majority of the work day will be in an office environment.

Conclusion

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.