

Job Title: Customer Service Clerk II
Department: Customer Service
Reports to: Customer Service Manager
Full Time

Hours: 37.5 hours per week including evenings and weekends
Salary: \$15.00 an hour depending on qualifications and experience
Employer: Waukegan Public Library

Overview:

We are looking for a customer-focused and enthusiastic individual with excellent interpersonal skills and positive attitude who can master a variety of tasks in a busy environment. Need to be flexible in scheduling to fill in for days, evening, and weekends. The candidate will also need to be able to have initiative, good judgment, work independently and be a strong team player.

Responsibilities

- Create, maintain, and update records in Sierra
- Resolve patron problems, interpret, and apply library policies and procedures
- Assist with assuring staff and patrons a clean, positive, and safe environment
- Assist patrons with library accounts issues (fines, damaged materials, etc.) referring them to the Manager of Customer Services if necessary
- Effectively and efficiently assist patrons with self-service circulation equipment, with computer, photocopier, fax and scanner and other equipment questions
- Competently locate items on the shelves and in sorting areas
- Successfully answer basic library and directional questions
- Answer the telephone within three rings and return messages and emails within 24 hours as needed and call to notify patron with items on hold
- Participate in outreach activities in the community
- Serve on WPL committees and support other library initiatives
- Track and compile statistics as requested
- Acts as team leader when department manager is not present
- Assist the Inventory Team as needed
- Other duties as assigned

Education / Experience

- GED or High School diploma or equivalent
- 1 Year of experience in customer service
- Experience with library system a plus
- Spanish speaking preferred

Please send resumes to hr@waukeganpl.info.

No phone inquiries please.