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| **WAUKEGAN PUBLIC LIBRARY** |
| JOB DESCRIPTION |
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| TITLE: Customer Service Assistant | DEPARTMENT: Customer Service |
| REPORTS TO: Customer Service Manager | CLASSIFICATION: Non-Exempt |

**Overview:**

The Customer Service Assistantprovides assistance to patrons at the Customer Service desk as well as other duties, functions, and responsibilities of the Customer Service Department.

**Duties:**

* Provide friendly, efficient, and knowledgeable customer service while working with patrons at the Customer Service Desk and while assisting patrons with technology and equipment
* Use and understand all aspects of the library’s ILS to check in/out books; create, maintain, and update patron records; create library cards; pull holds; process ILLs; and run relevant reports related to patrons and materials
* May plan, present, or assist with programs that respond to the needs and interests of the community
* May create and maintain engaging displays
* Promote and market services, programs, and resources to patrons
* Serve on internal and/or external committees in order to identify resources and services that respond to the needs and interests of the community
* Participate in library functions and advocate on behalf of the library at community events
* Apply policies, procedures, and guidelines that govern patrons’ use of and behavior in the library and ensure principles of confidentiality, equity and inclusion, and the ALA Bill of Rights are upheld
* Attend and participate in staff meetings/discussions
* Answer the telephone promptly and return or refer messages and emails within 24 hours
* Able to communicate key library phrases in Spanish and translate for non-Spanish speaking staff when possible
* Shelve library items efficiently, be able to locate items on the shelves and in sorting areas, and regularly empty book drops
* Conduct a competent and complete search of the library catalog in order to assist patrons effectively
* Maintain a welcoming environment in public spaces through regular space checks and basic cleaning procedures
* Perform opening and closing duties as needed
* Perform other duties as assigned

**Skills:**

* Desire and ability to work with a diverse public and staff in an active and responsive way
* Excellent written and oral communication skills
* Able to work efficiently and independently and complete assignments with limited supervision
* Sound decision maker, able to respond appropriately in challenging situations as they arise
* Proficiency with library technologies and equipment such as computer hardware and software, operating systems and file management, email, Microsoft Office, and the internet
* Able to work well alone or in small groups
* Able to handle multiple tasks at one time
* Strong organizational skills and attention to detail
* Ability to learn job functions, perform them correctly, and understand their necessity in overall operations

**Minimal Qualifications:**

**Education and Experience:**

* High School diploma or equivalent
* 1 year of experience working with the public preferred
* Spanish fluency a plus

**Working Conditions:**

* Work in an office setting and at a public service desk
* May work evening and weekend hours
* Travel may be required
* Able to move, lift, push, carry, and put away items that weigh 25 pounds and wheeled carts of up to 100 pounds
* Ability to work evenings and weekends as required
* The physical demands and environmental characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.