



JOB DESCRIPTION

Job Title: Library Associate, Customer Service Department

Reports to: Customer Services Manager

Classification: Associate 1

Summary: Responsible for acknowledging all visitors as they walk through the door and treating them with kindness and respect. As part of a team, you perform circulation procedures that ensure quality customer service with excellent computer skills.

Key Responsibilities:

- Use dedicated software for circulation operations.
- Assists in directional and informational questions
- Open and close the department and Library.
- Handle a cash draw and tablet for payments.
- Answer phones, screen telephone calls and in-person requests for information, and refer patrons to appropriate depts.
- Assist in shelving; maintain displays.
- Promote programs, materials, and services.
- Sort mail, empty the drop box, and set up a meeting room for programs.
- Handle outside locker requests.
- Attend professional workshops/seminars related to the position; participate in networking with local library associations.
- Other duties as assigned

Qualifications:

- High school diploma
- Service-oriented, actively seeking ways to help people; enjoys working with the public and co-workers in a friendly non-competitive environment.
- An avid reader familiar with various genres
- Excellent phone skills
- Willing to take a proactive approach to promote the Library's collection, services, and programming
- Computer literate, with a willingness to learn Google software and services, Microsoft Office software, and Library software
- Work independently or as part of a team.

- Ability and willingness to work a varied schedule, including evenings and weekends
- Ability to push a cart of books weighing 125 lbs. or move furniture. Must be able to stand for long periods and perform physical activities that require movement of the entire body, including but not limited to lifting, walking, and stooping
- Must withstand repetitive motions using fine motor skills to inspect and clean materials and typing on a keyboard.

This job description does not cover or contain a comprehensive listing of the employee's activities, duties, or responsibilities required. Other duties, obligations, and activities may change or be re-assigned at any time with or without notice.

Grafton-Midview Public Library is an equal opportunity employer providing employment opportunities for all applicants and employees regardless of race, color, religion, sex, age, disability, national origin, veteran or military status, genetic information, or other characteristics protected by law.