



Job Description

Job Title	Customer Services Assistant	FLSA Status	Non-Exempt Part-Time
Department	Customer Service	Pay Range	1
Reports To	Customer Services Manager	Effective Date	05/06/2025

Objective of the position:

The Customer Service Assistant provides friendly, high quality service to library customers, ensuring a positive experience by determining customer needs, analyzing and solving problems, and directing customers to appropriate staff and resources. Responsible for managing library customer account and maintaining the library's collection from processing returns to ensuring proper placement on the shelves. Committed to the Pickerington Public Library's Mission of "Inspiring Learning, Connecting Community, Enriching Our World, Fostering a Love of Reading".

Supervisory responsibilities: none

Job Summary:

- Provides excellent service to customers of all ages and backgrounds, practices positive public relations and performs duties in a friendly and courteous manner
- Assists customers with Library card accounts in person, over the phone, by e-mail, etc.; including processing account applications, verifying account information, informing customers of and enforcing account rules and regulations, accepting payment on accounts and ensuring accuracy of the account
- Resolves customer account disputes by interviewing customer, analyzing account information, communicating about the situation and negotiating with customer
- Works at the Customer Service desk, including checking in and checking out items, empty book returns and other typical duties
- Issues library cards and maintain(confidential) customer files
- Processes and sorts materials accurately and efficiently; materials from cargo bins, returned materials from customers, expired reserves and new materials
- Counts and balances register when needed and prepare bank deposit
- Assists customers in using the catalog, computers, copiers and other equipment
- Maintains Library collection by identifying and solving problems with library materials, performing cleaning of library materials, shelf reading, shelving materials, facing and conditioning shelves, pulling materials in poor condition from shelves, maintaining customer

reserve shelves, processing various reports which involve searching for library materials (i.e. Pull List)

- Performs opening and closing duties
- Participates in staff meetings and volunteer to serve on committees and library projects when appropriate
- Seeks out and participates in continuing education opportunities in order to keep skills current and broaden knowledge
- Assists customers with OPAC terminals and searches by title/author to request materials from other locations and other library systems
- Demonstrates understanding of basic library routines and adheres to library policies and procedures
- Checks e-mail and staff information board regularly
- Assists in public service areas as needed; answering basic directional questions in person and over the phone, locating and retrieving materials for customers, assisting customers with self-service public technology and support the code of conduct
- Assists in all public service areas as needed
- Performs additional duties as assigned including working at community events and in-house library events/classes

Essential functions:

- Must be able to maintain composure in stressful situations
- Demonstrates adaptability to library needs
- Able to cooperate with other staff, promote teamwork and share information
- Ability to exercise good judgment in work performance
- Ability to work independently
- Ability to interact tactfully and courteously with staff, other libraries' personnel, vendors, library administrations, and customers
- Ability to effectively communicate both verbally and in writing
- Acquire knowledge of the Dewey Decimal System and other forms of materials organization
- Ability to stand and/or sit for long periods of time
- Ability to lift or push heavy objects such as boxes of books and loaded book carts
- Ability to pay attention to detail
- Ability to meet the physical demands listed
- Ability to work a flexible schedule including evenings and weekends

Position Requirements:

- High School Diploma or equivalent
- Excellent communication skills
- Skill in Microsoft Office applications
- Skill in ILS automation environment, or ability to develop that skill

- Maintains professional, businesslike behavior and appearance
- Demonstrated commitment to serving library customers and residents of the community

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls. The employee is frequently required to reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk and hear. The employee must be able to lift up to 30 pounds and push a 50-pound cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Environmental factors: indoor/outdoor

Working conditions: Library operating/non-operating hours including nights and weekends.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____