

**Canal Fulton Public Library  
Position Description  
Customer Service Specialist**

An Equal Opportunity Employer

**Departments:** Circulation Services, Inter-library Loan, Children's Department

**Reporting Relationship:** Circulation Services Manager/ILL Manager/Children's Services Manager

**Supervises:** May direct and oversee the work of volunteers

**Weekly Hours:** FT = 35 hours per week, PT Average 8 to 18 hours

**Schedule:** Includes daytime, evening and weekend hours

**Purpose:** Participates in the operation of a full-service circulation desk, shelves materials, maintains order of materials, and provides excellent service to patrons of all ages.

**Duties and Responsibilities**

- Maintain confidentiality of patron records
- Assists opening and closing department and building
- Circulation duties – charges and discharges materials, renews items, places reserves, handles patron financial transactions, processes new patron registrations, notify patrons of reserved material, faxing and scanning
- Empties book and audio drop and organizes materials
- Sort carts and shelve materials by alphabetizing and the Dewey Decimal System
- Shelf maintenance includes shelf reading, straightening shelves, shifting books, and wiping/cleaning shelves
- Conducts item searches to fill patron requests
- Answers questions in person and by telephone, and transfers calls to appropriate department/staff person
- May assist with online catalog, public computers, and copy machine
- Works in other Library departments as needed
- Process interlibrary loans, run reports using computerized system, retrieves requested items to fill holds, sorts and packages items in transit to other libraries, opens, checks, scans and prepares incoming items to be called or emailed for pick-up and other miscellaneous Interlibrary loan duties
- Assist with weeding/withdrawing materials
- Follows Library policies and procedures
- Reports maintenance and safety issues to supervisor
- Cooperates with others to solve problems
- May assist training new staff members
- Performs other duties as assigned
- Works on special projects
- May host Library programs

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- May attend workshops, webinars and training to keep apprised of new technology and methods

**Knowledge, Skills and Abilities**

- Outstanding customer service and interpersonal skills
- Excellent written and verbal communication skills
- Experience and proficiency in the use of Windows-based computer programs
- Manual dexterity sufficient to perform general typing and computer skills
- Comfortable with a variety of technology, such as smart phones, tablets, eReaders
- Ability to multi task and meet deadlines
- Works well with little or no supervision

**Qualifications:** Genuine enjoyment interacting with and providing service to the public

**Education and Experience**

Preferred:

- 2 years customer service experience
- Library experience
- Strong interest in books, movies and music

*An individual who poses a direct threat to the health and safety of others in the workplace will be deemed not qualified for this position.*

**Physical Requirements:**

- Considerable mobility including, but not limited to, extensive periods of standing, walking, bending, stooping, reaching, sitting, lifting weights of up to 50 pounds, and pushing full book carts or containers

**Employee Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

*Updated 2/12/2021 DB*