

**CITY OF EAST LANSING
EAST LANSING PUBLIC LIBRARY
JOB DESCRIPTION**

AVAILABLE POSITION

Customer Service Associate

PAY RATE:

\$12.73 per hour

HOURS PER WEEK:

20-24 hours per week. Contingent, at-will position. Includes night and weekend hours

Reports to: Circulation Supervisor

Department: Public Services

PURPOSE:

The qualified Customer Service Associate with strong customer service experience, problem solving skills, proven ability to work effectively in a team environment, and an interest in developing new skills, will work the majority of their hours in direct customer service on the Service Desk assisting patrons.

All East Lansing Public Library (ELPL) staff will work evenings and weekends; serve on the library service desk or in the Maker Studio; provide basic technology instruction; participate in the planning, implementing and evaluating of services; and assist in the care of the facility.

ESSENTIAL POSITION FUNCTIONS

1. Proactively provide customer service
2. Promote and recommend library materials and services for patrons of all ages
3. Serve as first level/front line staff in resolving patron concerns
4. Provide basic technical support for patron PC issues, such as email, social media, Microsoft Office, and printing
5. Help lead the opening and/or closing operations, including managing money, ensuring the startup or shutdown of equipment and unlocking and/or locking of doors

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

1. High School diploma or equivalent
2. Customer Service experience
3. Experience with web technologies, social media, Windows PCs, and other technology

Knowledge, Skills, Abilities and Personal Characteristics

1. Ability to diffuse patron complaints and handle security issues
2. Ability to define problems, collect data, establish facts and draw valid conclusions
3. Ability to maintain confidentiality and use appropriate judgment in handling information and records
4. Ability to write, retain, interpret and apply policies and procedures
5. Possession of excellent critical thinking skills and the ability to make sound decisions
6. Ability to work accurately with attention to detail
7. Ability to arrange items in alphanumeric and/or subject order
8. Ability to address and resolve patron conflict equitably
9. Possession of excellent critical thinking skills and the ability to make sound decisions
10. Ability to simplify complex processes to increase efficiency
11. Proficient in use of standard business applications and software including e-mail, web browsers and web applications, and Microsoft Word, Excel, Access and PowerPoint
12. Ability to quickly learn new technologies and integrate them into daily tasks

PREFERRED QUALIFICATIONS

1. Bachelor's degree
2. Experience in working at a library
3. Basic experience with using mobile and digital technology, and eBooks
4. Ability to answer basic to more complex reference questions, using library resources—databases, books, Internet
5. Experience with new and emerging technologies

PHYSICAL DEMANDS

1. Ability to sit and stand and use computers for extended periods
2. Ability to lift and move up to fifty (50) pounds
3. Ability to push book trucks with up to 150 pounds of materials on them
4. Ability to perform repeated reaching, bending and squatting

WORKING CONDITIONS

1. Majority of work performed in the library and in the greater East Lansing community
2. Requires availability for extended hours as needed
3. Requires evenings and weekends
4. Requires periodic participation and attendance at events and training

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of The East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

EAST LANSING IS AN EQUAL OPPORTUNITY EMPLOYER