



Position: Support Services Clerk (Customer Service), Permanent Part-Time

Primary Duties & Responsibilities:

- Performs all duties assigned in the ILS Module accurately and efficiently; problem solves guest and catalog issues.
- Performs workroom duties and other tasks as assigned, including sorting and loading carts for shelving; shelving of materials; shelf reading; processing holds, returns, and other materials from delivery; troubleshooting and maintenance operations of the AST System; answering main phone, directing calls, and making public address announcements as needed; and registering cash, check, and credit card transactions.
- Adapts and responds to multiple priorities, interruptions, and demands; retains knowledge and stays up-to-date on current Library policies and procedures; communicates effectively with guests, co-workers, and professional colleagues.
- Assists with opening and closing procedures for the Support Services Department.
- Assists with the overall maintenance and orderliness of the Library's collections, display areas, and department areas.

Job Requirements:

- High school diploma or equivalent required; Bachelor's Degree preferred.
- Knowledge of alphabetical, numerical, and decimal systems of arrangement.
- Proficient in MS Office, Internet browsers, and other computer related technology.
- Enthusiastic, positive, friendly, self-motivated, creative and approachable.
- Dedicated to providing positive customer service.
- Dedicated to public service.
- Values diversity in the workplace and in the community.
- Strong obligation to confidentiality.
- Strong organizational skills and attention to detail.
- Excellent verbal, written, and interpersonal communications skills.
- May require a valid Michigan driver's license based on assignment.
- Ability to speak multiple languages helpful.
- Physical mobility, vision, hearing, and manual dexterity essential.
- Maintain physical condition necessary for sitting, standing, bending, and/or walking for extended periods of time; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; push or pull with wheeled cart up to 500 pounds; operating assigned equipment; picking up litter; spreading ice melt.
- Evening, weekend, and some holiday hours are required.

Hours: 18 hours per week

- Sunday, 12 – 6 p.m.
- Thursday, 9 a.m. – 2 p.m.
- Alternating Friday/Saturday, 11 a.m. – 6 p.m.

Salary: \$11.56 per hour

Benefits: None

Application:

- Resume, cover letter, and application required.
- Available at <https://novilibrary.org/About-Us/Employment-Volunteering.aspx>
- Send to: Marcia Dominick, Administrative Assistant
Novi Public Library
45255 W. Ten Mile Rd.
Novi, MI 48375
- E-mail: mdominick@novilibrary.org

Deadline: Thursday, August 1, 2019, 5 p.m.