

JOB POSTING

CLINTON-MACOMB PUBLIC LIBRARY

PART-TIME CUSTOMER CONCIERGE

Position: Customer Concierge, 22.5 hours a week, including some evening and weekend hours. This person will be based at the North Branch but expected to work at other locations at least once a month.

This person performs duties related to materials circulation, library accounts, and acknowledging customers as they enter and exit the library. This person reports to the Customer CARE manager team.

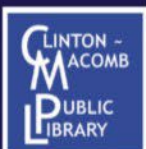
Salary: \$17,555 annually (\$23,035 current maximum based on a 12-step scale)

Benefits: Pro-rated benefits (short and long-term disability, vacation and sick leave, standard holidays, discretionary holiday, defined compensation retirement plan, life insurance; eligible to purchase dental and vision insurance at own expense).

Optional: 457 retirement plan and flexible spending account.

Primary Job Duties:

- Models best practices in delivering outstanding external and internal customer service
- Welcomes and briefly orients new customers, issues library cards, and resolves address check prompts
- Enters customer data into the library's automated system
- Deals with customer concerns and problems patiently and effectively
- Resolves customer account issues up to \$100
- Answers telephone and routes calls appropriately
- Monitors and responds to website communication (email)
- Provides prompt service at the drive-up window
- Monitors customers exiting the building and responds if the security gates are activated, where applicable
- Promotes library programs, services and events and library advocacy in general
- Follows established policies, guidelines and procedures
- Maintains and runs office machines as pertains to duties
- Collects checks and cash, reconciles cash register
- Troubleshoots problems with personal payment systems payments and communicates unresolved problems to IT and team members.
- Records problems with payments and resolves if possible
- Maintains records of items missing, lost, misplaced, or in repair
- Processes incoming/outgoing MeLCat material



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- Handles hold requests and inter-library loan circulation issues
- Sorts and shelve books, magazines, and other materials
- Assists customers in locating materials, placing holds, and registering for programs or refers them to a librarian when appropriate
- Performs opening and closing procedures at multiple locations
- Prepares for emergencies and helps maintain a safe work environment
- Operates and troubleshoots the automated materials handling systems
- Serves as the staff member in charge in absence of the Customer CARE Manager
- Attends monthly departmental meetings
- Assists with training of new staff along with the continuing training of current staff according to training checklists
- Responsible for the processing and claiming of magazines
- Acts as a mentor to the Customer Concierge Subs and Pages
- Coordinates and helps maintain a yearly inventory of materials
- Performs other duties as required such as, but not limited to, setting up meeting rooms and facilities cleanup
- Serves as Sunday staff member in charge on a rotating basis (typically once a year)

Qualifications:

- High school diploma or equivalent
- Experience with library automation systems, Polaris preferred
- Knowledge of alphabetical, numerical and decimal system of arrangement
- Desire to meet and serve the public
- Ability to learn computer applications
- Able to adapt to changing procedures and situations
- Able to understand and carry out oral and written instructions
- Able to work independently and assume responsibility
- Able to operate equipment as assigned
- Previous library experience and familiarity with computers desired
- Good typing skills
- Good organizational skills
- Knowledge of English language, spelling and arithmetic

Mental Requirements:

- Is accurate
- Able to maintain confidentiality of library records and managerial matters
- Is flexible, works under short time constraints, and meets deadlines
- Able to listen, interact and work effectively with customers, supervisors, staff, and volunteers
- Able to listen, interpret, explain and follow policies and guidelines and procedures



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Physical Requirements:

- Seeing; keyboarding; using the telephone; lifting or carrying objects weighing up to 50 pounds; pushing or pulling carts weighing up to 300 pounds; walking; bending; stooping; crouching; reaching; picking up litter; spreading ice melt
- Standing or sitting for periods of time
- Writing or typing to complete work forms

Apply to:

Customer CARE Managers (caremanager@cmpl.org)
Clinton-Macomb Public Library
40900 Romeo Plank Road
Clinton Township, MI 48038-2995

Candidates should submit by email, mail, or drop-off in person:

A cover letter, employment application (<https://cmpl.org/employment/>), and a separate page with answers to the following questions:

1. What are the key motivators that encourage you to perform at your best?
2. What is your comfort level with changes in responsibility and learning new skills?
3. What is your availability?

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| Dates: | Deadline for applications: | November 27, 2022 |
| | Interviews anticipated: | November 30-December 2, 2022 |
| | Decision anticipated by: | December 5, 2022 |
| | Anticipated start date: | As soon as possible |

