

Position Title	Customer Service Associate		
Working Title			
FLSA Status	Eligible	Payroll Code	
Salary Band	A3	Revised	04/16/2021

### General Purpose

With moderate supervision and working within established procedures, this position provides direct service to library customers online and over the phone.

### Illustrative Examples of Duties and Responsibilities

Provides service to customers online and over the phone. Issues/renews library cards and updates customer information using the library's automated system;

Performs readers' advising and information services in response to customer inquiries.

Instructs customers in the basic use of library equipment and technology, including, but not limited to, accessing library account information and paying fines and fees online, searching the library catalog and placing holds, searching online databases, and using online learning tools.

Assists customers in the use of District online resources, as well as use of tablets, e-readers, and other personal technology.

Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.

Provides administrative support to the Customer Service Manager and Public Services Managers by running reports, updating District calendars and other associated tasks.

May reserve meeting rooms and/or Internet computer stations for customers.

Performs other related duties as assigned.

### Supervision

Reports to	Customer Service Manager
Supervises	N/A

### Minimum Qualifications

Required	Associate's degree
	Three years customer service experience
Preferred	Bachelor's degree
	One year customer services experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

### Necessary Knowledge, Skills & Abilities

Knowledge of	Library services and resources
Skill in	Use of computer systems and various software programs, including ILS
Ability to	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s)
	Interact in a professional and respectful manner with District staff and the public
	Maintain confidentiality of customer information
	Establish and maintain effective working relationships in a team environment
	Use initiative, problem-solving skills, and sound judgment
	Work quickly and accurately; follow directions; meet deadlines

**Work Environment**

Work is performed primarily in an office environment while sitting at a desk. The noise level is usually quiet to moderate.

**Physical Demands**

An individual performing the duties in this position may be required to sit for long periods of time.

**Special Requirements**

Criminal background check required.

Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.

Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

*The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*