

Position Title	Public Services Associate		
Working Title			
FLSA Status	Eligible	Job Code	0675
Salary Band	A3	Revised	01/2022

General Purpose

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

Illustrative Examples of Duties and Responsibilities

Provides front-line customer service:

- Assists customers with material check out; may deliver materials to customers at District locations.
- Issues/renews library cards and updates customer information.
- Performs readers' advising and information services in response to customer inquiries.
- Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.
- Instructs customers in the basic use of library equipment and technology, including, but not limited to:
 - Logging in and out of public computer and printing stations,
 - 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.
- May assist customers in the use of personal technology devices.
- Receives and processes money received from customers. May perform cash reconciliation as assigned.
- Places holds and retrieves items placed on hold for customers.
- Reserves meeting rooms and/or computer stations for customers.

Inspects returned materials for damage. May assess damage charges and complete the member billing process.

Processes and prepares materials for shipment; processes items for holds pickup.

Sorts, shelves and organizes library materials.

Cleans and disinfects work and public areas during assigned shift.

Prepares library for opening and/or closing.

May perform seasonal tasks such as shoveling snow and spreading ice melt.

May host/present library programs

May participate in offsite visits, providing front-line customer service; may drive District vehicles.

Performs other related duties as assigned.

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.

Supervision

Reports to	Operations Supervisor or Library Supervisor
Supervises	N/A

Qualifications

The ideal candidate will have three years of customer service experience, with at least one year of customer service experience in a public library setting.

Necessary Knowledge, Skills & Abilities

Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification, or the ability to learn to use the system
	Library services and resources.
	Proper cash handling procedures.
Skill in	Use of Microsoft Office and other software applications
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 a library environment. The noise level is usually quiet to moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur.

Remote Work

Not eligible for remote work.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck. May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart. May be required to perform duties outdoors, in various weather conditions.

Special Requirements

Background check required, per policy
Must have valid driver's license and required insurance when operating a privately owned vehicle for business purposes.
Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops or conferences.
May be required to drive a District vehicle to various locations to perform work. <ul style="list-style-type: none">Valid driver's license required when driving District vehicle.

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.