



## **Circulation Clerk I**

**SCHEDULE:** Part-time, 16-19 hours per week, including morning, afternoon, evening, and weekend hours. Schedule is subject to change.

**SALARY:** \$14.71-\$19.86 hourly, depending on qualifications

**SUPERVISOR:** Head of Circulation/Passport Manager

**SUPERVISEES:** None

**PERSONAL ATTRIBUTES:** The qualified candidate must have a high standard of customer service, be friendly and cooperative, and strive to provide excellent customer service to patrons and staff. Must be proficient in English and also Spanish if applying for a bilingual position.

### **QUALIFICATIONS FOR APPOINTMENT:**

- A high school diploma or GED is required.
- Must be at least 18 years of age.
- Ability to speak, read, and write in English required.
- Ability to speak, read and write in Spanish preferred.
- Must meet Federal, State and Local requirements to serve as a Passport Acceptance Agent, Notary Public, and Voter Registrar.
- Proficient in Microsoft Windows, Office, Excel, Teams, Outlook and Zoom. Ability to learn and manipulate data in library databases, library calendar, and library time clock system.
- All applicants are subject to a background check and employment is contingent on passing those assessments.

### **ESSENTIAL FUNCTIONS**

- Serve as a Passport Acceptance Agent:
  - Not presently under probation, parole, indictment or convicted of any Federal, State, Local felony or misdemeanor conviction including moral turpitude or breach of trust (embezzlement, fraud, drug offense, or dishonesty involving public trust).
  - Passport Acceptance Agents must be a United States citizen or U.S. National and approved by the U.S. Department of State.
  - Must pass Passport Acceptance Agent training within 180 days of hire. Training will be provided online during paid time. Recertification is done annually. Hourly

pay rate increase upon obtaining Passport Acceptance Agent status and contingent on recertification.

- Serve as a Notary Public and Voter Registrar.
- Check library materials out to patrons and enter transaction records into a computer database.
- Instruct patrons on use of self-check machine.
- Empty book drops, check items in, inspect incoming items for damage, and place items in security cases as needed.
- Maintain Interlibrary Loan reserves at the Circulation desk.
- Issue library cards based on library procedure.
- Retrieve information from ILS system and notify library users of overdue items, bills, or other issues with accounts.
- Collect library fees from patrons as needed.
- Sell snacks, stamps, and other items.
- Answer phones/TDD and transfer calls to appropriate staff.
- Explain library circulation policies.
- Refer library users requiring further assistance to the appropriate staff person.
- Provide assistance and back-up for other areas of the Circulation Department as needed.
- Will do some programming.
- Demonstrate continuous effort to streamline work processes.
- Publicize promotional information for Friends and other library departments as necessary.
- Attend Department Meetings and other meetings.
- Perform other related duties as assigned.

#### **KNOWLEDGE, SKILLS, ABILITIES:**

- Ability to establish and maintain effective working relationships with staff, other agencies, and the general public.
- Ability to work courteously and tactfully with customers and employees.
- Ability to gain the cooperation of others in sensitive, emotional, or hostile situations.
- Ability to work a flexible schedule that will include days, evenings, and weekends.
- Ability to handle money.
- Ability to meet schedules and time lines.
- Ability to take direction from supervisor.
- Ability to positively and effectively interact with diverse individuals to accomplish a common goal.
- Ability to physically perform the essential job functions.
- Ability to display creativity, accountability, and flexibility in implementing the library mission statement and service goals.
- Ability to keep accurate records and follow through on details.
- Ability to work with numbers accurately and understand verbal and written instructions.
- Ability to assist in maintaining public safety in the library and on library grounds.
- Knowledge of library policies and Circulation, Interlibrary Loan, and Passport procedures.
- Knowledge of proper telephone/TDD techniques.
- Excellent oral and written communication skills.
- Excellent customer service skills with warm, caring attributes and a sense of humor.
- Excellent interpersonal skills using tact, patience, and courtesy.

## **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

- While performing the duties of this job, the Clerk is regularly required to stand; walk; run; sit; use hands to handle, or feel; reach with hands and arms; push; pull; carry; climb; stoop; bend; stretch; kneel; talk; and hear.
- The Clerk is required to remain in a standing position for extended periods of time.
- The Clerk must occasionally lift and/or move up to 50 pounds.
- Assist children, their caregivers and adults in a very busy environment.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- Ability to withstand weather extremes.
- Work is performed inside a typical interior/office work environment.
- Work may be performed off site.
- Work may be performed in front of a computer.
- Work may be performed in inclement weather.
- Demonstrate good eye-hand coordination.
- Bending, stooping, and ability to reach library materials from high and low shelves.
- Ability to move a two-sided book cart loaded with up to 300 lbs. of books and other library materials.

**Note:** It should be understood that while this job description sets forth a number of job duties and responsibilities for this position, it is not an employment contract of any kind and can be changed with or without prior notice at any time. Any employment relationship with the Library is legally considered to be one of employment-at-will, in which either party may terminate this relationship for any reason at any time. The Library Board of Trustees and/or its designated representative reserve the right to alter this job description at any time without notice. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.