



MARSHALL-LYON COUNTY LIBRARY	
Position Title: Customer Care	Revised: December 2016

**Job Class:** Part-Time or Full-Time; Non-Exempt

**Pay Range:** Starts at \$15.74/hour

**Position Summary:** Focusing on creating a welcoming environment and a positive customer experience, this position connects customers with the library's services, programs, resources and materials by:

- Orchestrating the opening and closing of the building, while providing a positive library experience to all who come in, call or reach out to the library online
- Helping to create eye-catching, timely and interesting displays
- Being the expert at matching customers to materials, resources and information

**Supervisory Relationships:** This position works under the direct supervision of the Public Services Manager with guidance from the Director and Children's librarian. There are no supervisory responsibilities with this position.

### Essential Functions

- Connects customers with the right materials, resources, information, programs and / or staff
- Helps plan, promote and / or deliver services, programs and displays
- Primary circulation and service provider; the main point of contact for customers, whether in person, on the phone or through online methods
  - Performs all circulation functions
  - Provides reference and readers' advisory services, including customer help with the public computers, copy machine and other library technology
  - Practices excellent customer service and money-handling techniques
  - Checks in / processes magazines and newspapers
- Oversees the flow of materials to, from and around the service desks
- Keeps the collections and display areas looking neat, clean and stocked
- Performs opening and closing duties
- Participates in organizational or regional committees, as assigned
- Helps with a variety of projects, as assigned

### Required Knowledge and Skills

- General knowledge about how public libraries are organized
- Excellent customer service skills, a welcoming demeanor and a strong desire to help people accomplish their goals and tasks
- Alphabetical and numerical sequencing and sorting skills, regardless of complexity
- Basic computer skills, such as keyboarding and data entry, and knowledge of Windows operating systems and Office products
- Skill and willingness to learn new things and adapt to an ever-changing environment
- Organizational abilities, both creating good organization and keeping things well-organized
- Willingness to be part of a team environment and be an active participant

**Minimum Qualifications**

- Have a high school diploma or equivalent; some college preferred
- Able to work at least 20 hours a week with some flexibility in days/time can be scheduled
- Able to work some evenings and/or weekends

**Working Environment and Physical Requirements**

- Work is mainly performed at a service desk or on a public floor in a library environment and involves ongoing contact with the public.
- Position requires a great deal of movement with very little sitting; almost every shift will involve standing, walking, bending, squatting, reaching, carrying, climbing, pulling and/or pushing:
  - Be able to carry 25-30 pounds
  - Be able to pull/push 50-60 pounds
  - Climb up and down a stepstool or step ladder