Winfield Clerk

GENERAL DESCRIPTION: Under the Direction of the Winfield Branch Manager, the Winfield Clerk supports the Crown Point Community Library's mission of being a community center for life-long discovery by providing excellent customer service.

ESSENTIAL FUNCTIONS OF THE JOB: The following is not a comprehensive list but a representative summary of the primary duties and responsibilities

- Routinely check-in/check-out materials to patrons, handle money accurately, and provide basic reference service using ILS.
- Handle money accurately.
- Cooperate as a team member with the library staff in performing any duty essential to the achievement of efficient library operations and excellent customer service.
- Answer simple directional and informational questions with knowledge of location of library collections and services.
- Assist with reference questions and direct patrons to resources.
- Provide basic technical support with public computers and other devices used to access library information and materials.
- Provide assistance in routine branch functions.
- Learn and interpret library policies, procedures, and functions to the public.
- Assist in other library departments or buildings as assigned.
- Assist with other projects or activities as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Skilled in use of technology to provide library services.
- Ability to communicate effectively and positively with a diverse community.
- Ability to demonstrate excellent customer service to the public and coworkers.
- Knowledge of various genres and authors available at the library to assist in reader's advisory functions.
- Ability to work harmoniously and effectively with other library staff.
- Ability and willingness to assist with special projects.
- Ability to follow directions accurately.

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PHYSICAL DEMANDS: The physical demands described here are representative of the essential functions of the job. To the extent required by law, reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- The employee is routinely required to stand, walk, climb, kneel or crouch.
- The employee must be able to lift or move up to 25 pounds.
- The employee will routinely push carts of books and other materials.
- The employee will routinely use the computer for tasks and customer service actions.

QUALIFICATIONS

- High school degree, or equivalent, required.
- Demonstrated skill in interacting positively and effectively with others.
- Demonstrated attention to detail and use of organizational skills.
- Demonstrated ability to follow directions with minimal direct supervision.
- Flexible schedule, and able to work evenings and weekends. Rotating Saturday schedule required.
- Proficiency in the use of computers and basic MS Office software, required.
- Knowledge of organization of library collections, desirable.

Grade: 3A, $13.97/hour
15 hours per week