

Circulation Clerk



GENERAL DESCRIPTION: : Under the direction of the Head of Operations, the Circulation 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 using the 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 library collections and services.
- 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.

PHYSICAL DEMANDS: The physical demands described here are representative of the essential functions of the job. To the extent required by law, reasonable

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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, and email required.
- Knowledge of organization of library collections, desirable.

Grade: 3A, \$11.71/hour

1 position 15 hours per week

1 position 20 hours per week