

TITLE	Sr. Assistant - Circulation
JOB CLASSIFICATION	Grade 210 Tier, Regular, Nonexempt
HOURS	Part time (12, 16 or 20 hours per week) Evenings and weekends required. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

REQUIREMENTS

Education/Experience

HS degree required. Library experience preferred.

Knowledge/Skills

Ability to work with the public. Tact, courtesy, friendliness, and a positive approach to customer service are paramount. Some typing/keyboard skills are necessary. Attention to detail and ability to organize is essential. Proficient interpersonal skills are required. Ability to communicate and function effectively in a team-oriented environment is critical.

Working Conditions

Work is performed primarily in the library. Lifting, moving, shelving of books, other light library materials and equipment is expected.

REPORTS TO Circulation Manager, Assistant Manager and Shift Supervisors

POSITION(S) SUPERVISED None

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is "to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons." This position assists in accomplishing that mission by providing excellent customer service in charging out and discharging all library materials borrowed by patrons.

ESSENTIAL POSITION DUTIES

- 1. Customer Support** **70%**
 - Charges out library materials to customers and staff utilizing WPPL customer service standards.
 - Processes renewals of library materials, both in person and on the phone.
 - Collects fines and fees.
 - Answers customer inquiries about basic library services and circulation procedures or policies. Refers questions to other individuals or departments to ensure excellent customer service.
 - Answers and routes incoming telephone calls, including taking messages, as scheduled.

- 2. Department Support** **30%**
 - Checks in library materials and processes item holds.
 - Processes library card applications and assists in maintaining an up-to-date, accurate database of those registrations.
 - Sorts and shelves library materials, as needed.

- 3. Communication and Teamwork** **Ongoing**
 - Keeps informed of library activities and policies by attending departmental and general staff meetings and by participating in other workshops or training when appropriate and as requested or required.
 - Serves as a positive part of the Circulation Team by communicating effectively with coworkers and supervisors; by assisting Circulation Management in all aspects of providing good customer service to the public and other departments; and by understanding, performing, and conveying the library's role, mission, and values.
 - Performs miscellaneous related additional duties as needed by the library and assigned by Circulation Management..

PHYSICAL DEMANDS CHECKLIST

PHYSICAL STRENGTH FACTORS:

- Lifting Yes No
- Pushing Yes No
- Pulling Yes No
- Carrying Yes No
- Reaching Yes No
- Gripping Yes No
- Does job require reaching above shoulders?
 Yes No
- Does job require reaching to floor level?
 Yes No

If yes, list maximum weight: 30 pounds

PHYSICAL MOBILITY FACTORS:

- Throwing Yes No
- Sitting Yes No
- Standing Yes No
- Walking Yes No
- Climbing Yes No
- Stooping/Bending Yes No
- Crouching Yes No
- Kneeling Yes No
- Crawling Yes No
- Twisting Yes No
- Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

- HEARING:**
- Conversation Yes No
 - Sounds Yes No
- VISION:**
- Far Yes No
 - Near Yes No
 - Color Yes No
 - Depth Yes No
- PERCEPTION:**
- Spatial Yes No
 - Form Yes No
 - Feeling Yes No

WORK ENVIRONMENT:

- Inside Work Yes No
- Outside Work Yes No
- Hot/Cold Yes No
- Fumes Yes No
- Traveling Yes No
- Working Alone Yes No
- Working in a Group Yes No
- Interacting with the Public Yes No

HAZARDS:

- Machines Yes No
- Electrical Yes No
- Sharp Tools Yes No
- Slippery floors Yes No
- Congestion Yes No
- Heat/Cold Yes No
- Dust/Vapor Yes No

OPERATE:

- Equipment Yes No
- Telephone Yes No
- Computer Yes No

ACCESSIBILITY FACTORS:

- Doors Yes No
- Aisles Yes No
- Tables Yes No
- Telephones Yes No
- Staff Room Yes No
- Bathrooms Public Yes No
- Drinking Fountain Yes No
- Parking Yes No