

POSITION SUMMARY-

The role of Circulation Assistant plays a pivotal role for the library. They greet and assist patrons and are crucial in providing excellent customer service, while acting in accordance with the company values, vision, and mission.

ESSENTIAL JOB FUNCTIONS-

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions listed below:

- Responsible for circulation materials from checking out through checking back in when materials are returned
- Maintains customer accounts on the circulation system by issuing new library cards and updating borrower information
- Provides excellent customer service to patrons by answering questions and directing to the appropriate areas of the library
- Collects fees for services and follows policies for handling cash
- Answers incoming phone calls with a smile and directing calls to the appropriate staff member
- Assists patrons with operating equipment, technologies, and locating items
- Empties and sorts materials from other libraries for further processing
- Assists as a backup to passport processing and merchandise sales, etc.

Other Job Functions:

Participate in monthly Department meetings Participate in Company events Keep up to date on all training Any other duties or special projects assigned by the Circulation Supervisor In addition to the functions listed above, the employee is expected to act in accordance with company values, vision, and mission. Demonstrate leadership, exercise honesty, integrity and respect with all clients and co-workers, maintain a professional appearance and demeanor, demonstrate a positive attitude, communicate effectively with clients, and co-workers. The employee will work with accuracy, efficiency, and attention to detail.

Desired Characteristics – Mission driven, integrity, team player, passionate **Desired Skills** – Multi-tasker, positive attitude, excellent customer service, effective communication, organized

Education and Work Experience:

- High school diploma or GED
- Customer service experience a must
- Library knowledge a plus

Working Conditions

• Front desk counter

Physical Demands

- Sit or stand between 4-8 hours
- Lift and move up to 50 lbs
- Push/pull wheeled book carts up to 100 lbs.
- Stoop, kneel, reach and climb

ACKNOWLEDGEMENT SIGNATURE –

By signing this position profile, I acknowledge and accept the requirements, duties, and expectations of the position. I further understand that other duties and responsibilities may change or be assigned at any time with or without notice.

Employee Printed Name:	 -
Employee Signature:	 Date: