



Broadview Public Library District

Community-centered, world-focused learning in the heart of Broadview

Customer Service Specialist Job Description

Job title:	Customer Service Specialist 2
Department:	Customer Service
Reports to:	Customer Service Manager
FLSA Status:	Non-Exempt; Eligible to Receive Overtime Pay
Pay Status:	Part-Time, 29 hours weekly
Description Revision Date:	

Job Summary

A support position within a team atmosphere that provides direct customer service to the public in relation to patron accounts, and embodies courtesy, discretion, and a positive attitude.

Description

Essential responsibilities and duties (Greater than 10% of time spent on these):

- Create and service patron accounts, including issuing and replacing library cards, utilizing computer-based system.
- Check out, check in, and renew library materials for patrons, whether in person and over the phone, utilizing computer-based system.
- Process outgoing and incoming books and materials, routing to patrons and shelving carts, as directed, utilizing computer-based system.
- Perform cash handling functions related to collecting monies from patrons utilizing cash register.
- Answer incoming phone calls to the department, handling patron requests or routing to appropriate personnel.
- Explain and execute library policy to give patrons the benefit of the doubt and

end with a win-win solution.

- Perform as a Passport Acceptance Agent.
- Perform notary public duties.
- Perform voter registrar duties.
- Promote library events and classes, and register patrons to attend.

Other projects and responsibilities may be added at the library's discretion.

Non-Essential Responsibilities and Duties (Less than 10% of time spent on these):

- Preparing the Customer Service Department and library for opening or closing.
- Sorting incoming mail.
- Processing periodicals for use by patrons.
- Performing customer service duties in remote locations outside of the library.
- Shelving materials in the appropriate location in the library.
- Retrieve materials from the shelves using request list from ILS system.
- Assist patrons with registering for internet time and in using the copy machine for copies, printing, and faxing.
- Preparing materials for the donation and recycling programs.

Job Requirements and Qualifications

Education:	High school diploma or GED plus two years of customer service, preferably in a library setting, or commensurate experience.
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Training Requirements (licenses, programs, or certificates):

Voter registrar; notary public; passport acceptance agent; current ILS

Knowledge Requirements

Successful positive interaction with people of diverse backgrounds and abilities. Cash handling. Personal computers; data entry; Microsoft Office Products (Excel, Word, and Publisher). Manage and prioritize multiple tasks. Arrange materials in call number (alphabetical and numerical) order. Effectively use a variety of tablets and similar devices.

Experience

Able to read, write and speak English. Successfully employ tension-diffusing tactics. Exercise reasonable and independent judgment and discretion. Flexibility to adapt to and effectively implement change. Establish and maintain effective working relationship with staff and public. Empathize and relate to the needs of the general public.

Working Conditions/Physical Requirements

- Standing for long stretches of the workday
- Looking at a computer screen for long stretches of the workday
- Bend, squat, step up and down stools, push fully loaded book carts.
- Lifting office supplies, some weighing 30 lbs. or more

Other Information

Special Information

- Some travel required, to include outreach to community events, and to attend meetings and trainings, and occasionally conferences.
- Performs Citizen Services as needed (Passport Acceptance Agent, Voter Registrar, Notary Public)