

Job Opening



JOB CLASS:	Clerical Assistant
POSITION TITLE:	Clerical Assistant, Public Services / Branch Services
GRADE:	II, 5
PAY:	\$12.81
REPORTS TO:	Public Services Manager
SCHEDULE:	Flexible: day, evening, and weekend shifts required 15 hour per week
FLSA STATUS:	Non-Exempt

POSITION SUMMARY:

The Clerical Assistant provides circulation services directly to the public and performs clerical office work. This position provides basic staff support to the total library operation and enriches the library patron experience by providing friendly and helpful customer service.

JOB REQUIREMENTS:

Education

- High school diploma
- Some college course work preferred
- Qualified and willing to serve as a Notary Public

PERSONAL REQUIREMENTS:

- Outgoing and pleasant personality.
- Cooperative, helpful and understanding toward others.
- Dependable, prompt, and good job attendance.
- Able to work independently with good work ethics.
- Neat, clean, and well-groomed.
- Commitment to provide courteous public service.
- Discrete and able to maintain patron confidentiality.
- Responsible, efficient, and organized.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong interpersonal/customer services skills; ability to be consistently pleasant, positive and responsive to a diverse public and staff.
- Ability to deal with regular interruptions and multiple tasks.
- Keyboarding skills.
- Knowledge of elementary concepts of computers.
- Good verbal, listening, and written communication skills.
- Ability to sort letters and numbers and alphabetize quickly and accurately.

DESCRIPTIONS OF TASKS:

- Works directly with the public in the circulation of library materials.
- Sorts and shelves materials.
- Shelf-reads collection to insure accurate placement on library shelves.
- Assists in maintaining overall appearance of the library, by dusting, straightening shelves and picking up unshelved materials regularly.
- Assists library staff with basic clerical duties.
- Remains knowledgeable of all library circulation policies.
- Assists in checking shelves for overdue materials.
- Provides excellent customer service. Responds to patron questions, both in person and on the telephone, and comments in a positive, helpful and friendly manner. Assists patrons in meeting their circulation and technology needs.
- Using the library database, performs circulation functions such as checking out, renewing and checking in library materials, issuing library cards, verifying and updating patron records, processing holds, receiving money owed, and assist with self-check kiosks.
- Inspects returned materials for damage or misuse; reports and routes identified materials for billing, repair, or discard; reports lost items.
- Resolves circulation related questions, regularly addresses patron's basic directional and material location questions. Refers more complex informational requests to reference librarians or, when appropriate, supervisors.
- Keeps abreast of library's standard operational processes; communicates, enforces and supports libraries policies, procedures and guidelines when dealing with the public.
- Performs opening and/or closing duties and daily routines, such as: emptying book drops, transporting materials, straightening shelves, counting cash drawer.
- Attends and contributes to departmental/unit meetings; takes part in special projects and committees as assigned.
- Assists patrons in the computer lab and with technology needs (eReaders, Freegal, Hoopla, OverDrive, etc.).
- Completes incident reports, as needed.
- Serves as a notary public, if required.
- Performs other duties as assigned.

ESSENTIAL SKILLS:

- Must be physically able to retrieve materials from library shelving.
- Must have manual dexterity to operate library equipment.
- Must have adequate hearing, eyesight, depth perception, and color vision to perform duties.
- Must be able to view computer monitor and perform mouse and keyboarding tasks with dexterity and accuracy for extended periods of time.
- Must be able to turn, balance, push, handle, reach, stoop, walk, sit, and stand for extended periods of time.
- Must be able to lift 25 lbs. and push a fully loaded book truck, which can weigh over 100 lbs.

Jeffersonville Township Public Library is an Equal Opportunity Employer

Adopted by the
Jeffersonville Township Public Library Board of Trustees
on August 18, 2015. Revised February 23, 2016. Revised
October 15, 2019. Pay Grade Changed November 19, 2019
effective December 29, 2019