



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

SUMMARY:

The Floating Clerical and Lab Assistant delivers circulation services directly to the public and basic computer assistance in the computer lab. This position provides basic staff support by working in various departments, as needed, to provide adequate coverage at public service desks and in the computer lab. The Floating Clerical Assistant enhances 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 coursework preferred

PERSONAL REQUIREMENTS:

- Committed to providing excellent public service
- Dedicated to working with staff and patrons in a courteous and encouraging manner
- Patience while helping patrons with varying levels of technology skills
- Comfortable adapting to a flexible work schedule
- Outgoing and pleasant personality
- Strong work ethic
- Helpful and understanding toward others
- Good record of dependability, promptness, and attendance.
- Efficient and well-organized
- Flexible, cooperative, and responsive
- Works independently
- Performs repetitive work
- Performs detailed work with a high degree of accuracy
- Projects professionalism in appearance and behavior

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong interpersonal/customer services skills; ability to be consistently pleasant, positive and responsive to a diverse public and staff
- Good verbal, listening, and written communication skills
- Ability to deal with regular interruptions and multiple tasks
- Proficient in computer systems and applications including Internet, MS Office, and email
- Eager to learn and adaptable to new software and equipment technologies

- Knowledge of elementary concepts of computers and basic troubleshooting skills
- Keyboarding skills
- Ability to sort letters and numbers and alphabetize quickly and accurately

DESCRIPTIONS OF TASKS:

- Provides excellent customer service by working as needed in the Public, Youth, and Branch Services departments and the Computer Lab at both locations.
- 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, computer 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 assists with self-check kiosks
- Troubleshoots equipment problems
- Assists library staff with basic clerical duties
- Remains knowledgeable of all library circulation policies
- Assists in checking shelves for overdue materials
- 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
- Completes incident reports, as needed
- 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.

The Jeffersonville Township Public Library is an Equal Opportunity Employer

<p>Adopted by the Jeffersonville Township Public Library Board of Trustees On February 16, 2021</p>
