



JOB CLASS: Clerical Assistant
POSITION TITLE: Clerical Assistant, Youth Services
GRADE: II, 5
PAY: \$14.70/hour
REPORTS TO: Youth Services Manager
SCHEDULE: Flexible: day, evening, and weekend shifts required
22 hours/week
FLSA STATUS: Non-Exempt

POSITION SUMMARY:

The Clerical Assistant in Youth Services provides services directly to the public, shelves library materials, and assists with programs and program preparation. This position provides basic staff support and enriches the library patron experience by providing friendly and helpful customer service.

JOB REQUIREMENTS:

Education

- High school diploma
- Some college course work preferred

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 ethic.
- Projects professionalism in appearance and behavior.
- Commitment to provide courteous public service.
- Discreet and able to maintain patron confidentiality.
- Responsible, efficient, and organized.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong interpersonal/customer service skills; ability to be consistently pleasant, positive, and responsive to a diverse public and staff.
- Professional and polite telephone etiquette
- 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.
- Helps plan, prepare, and implement library programs as needed.
- Assists with cutting, sorting, and preparation of craft projects.
- Assists in maintaining overall appearance of the library, such as dusting and straightening shelves.
- Assists library staff with basic clerical duties.
- Remains knowledgeable of all library circulation policies.
- Picks up unshelved library materials regularly.
- 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.
- 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 youth services 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.
- 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 the manual dexterity to operate library equipment.
- Must have adequate hearing, eyesight, depth perception, and color vision to perform duties.
- Must be able to view a 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, 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 May 21, 2019. Pay Grade Changed November 19, 2019
effective December 29, 2019. Updated September 19, 2023.