



JOB CLASS: Clerical Assistant
POSITION TITLE: Clerical Assistant, Clarksville Library
GRADE: II, 5
SALARY: \$15.60/hour
REPORTS TO: Clarksville Library Manager
SCHEDULE: 15 hours per week
Monday – Thursday: 5-8 p.m.
Rotating Friday/Saturday: 2-5 p.m.
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 coursework preferred

PERSONAL REQUIREMENTS:

- Committed to providing excellent public service
- Dedicated to working with staff in a courteous and encouraging manner
- 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
- Discreet and able to maintain patron confidentiality

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 and interest in learning new computer software and platforms
- Good verbal, listening, and written communication skills
- Ability to sort letters and numbers and alphabetize quickly and accurately

DESCRIPTIONS OF TASKS:

- Assists patrons in meeting their circulation and technology needs
- Uses the library database to perform circulation functions such as checking out, renewing and checking in library materials, issuing library cards, verifying and updating patron records, processing holds, and receiving money owed
- Provides excellent customer service; responds to patron questions in a positive, helpful, and friendly manner, both in-person, via chat services, and on the telephone
- Assists with self-check kiosks
- Resolves library account-related questions, regularly addresses patron's basic directional and material location questions, and refers more complex informational requests to reference librarians or, when appropriate, supervisors
- Assists with the retrieval of materials, checks shelves, and mails notices
- Searches shelves and computers for items before billing and overdue notices are sent
- Investigates and resolves any circulation problems; for example, missing items, discards, and reported lost items
- Operates cash register, makes change, and counts cash drawer
- Inspects returned materials for damage or misuse; reports and routes identified materials for billing, repair, or discard
- Assists patrons in the computer lab and with technology needs (library apps, tablets, eReaders, etc.)
- Keeps abreast of library's standard operational processes; remains knowledgeable of all library policies; communicates, enforces, and supports library policies, procedures, and guidelines when dealing with the public
- Performs opening and closing duties and daily routines, such as emptying book drops, transporting materials, and straightening shelves
- Assists in meeting room reservations and set-up
- Picks up unshelved materials regularly
- Sorts and shelves materials
- Shelf-reads collection to ensure accurate placement on library shelves
- Assists in maintaining overall appearance of the library, such as dusting and straightening shelves
- Attends and contributes to departmental/unit meetings; takes part in special projects and committees as assigned
- Assists library staff with basic clerical duties

- Assists with staffing in other departments as needed
- Completes incident reports as needed
- Performs other duties as assigned

ESSENTIAL SKILLS:

- Must be able to view a computer monitor and perform mouse and keyboarding tasks with dexterity and accuracy for extended periods of time
- Must have adequate hearing, eyesight, depth perception, and color vision to perform duties
- Must have the manual dexterity to operate library equipment
- Must be physically able to retrieve materials from library shelving
- 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; Updated April 19, 2022.