

Job Title:	Customer Services Assistant II	Job Classification:	Assistant II
Department/Group:	Customer Services	Job #:	557
Location:	Downtown	Position Type:	12.1 hrs./wk.
Level/Salary Range:	\$17.19/hour	Schedule:	Every 5 th Sun. 1:00 pm – 5:00 pm Monday 5:00 pm – 8:30 pm Tuesday 5:00 pm - 8:30 pm Wednesday 5:30 pm – 8:30 pm Every 5th Saturday 10:00 am - 5:00pm
HR Contact:	Leslie Ellsworth	Date posted:	October 23, 2018
Posting url:	http://www.olathelibrary.com/employment		
Application Deadline:			
FAX OR E-MAIL: (913) 971-6839 or lellsworth@Olatheks.org		MAIL: Leslie Ellsworth Olathe Public Library 201 E. Park St. Olathe, KS 66061	
ONLINE APPLICATION: https://www.olathelibrary.org/employment Subject Line: Attention: HR Department/Assistant II #557			
Job Description			
SUMMARY Olathe Public Library seeks an enthusiastic individual with excellent communication skills who is excited about providing front-line assistance to library customers at the consolidated service desk.			
ROLE AND RESPONSIBILITIES			
Essential Duties:			
<ul style="list-style-type: none"> • Know and explain library service available to customers. • Assist library customers in the location and use of library materials, equipment and service technology. • Maintain effective courteous working relationships with all library customers and staff. • Works as a team member with other staff and volunteers. • Participates in the library planning process. • Participates in library staff meetings and training directly related to their area of responsibility. • Knows and enforces library policies in area of responsibility. • Provides clerical assistance as needed within assigned department. • Consults with other staff to pool knowledge for the benefit of the user. • Develops and implements service and programming ideas under direct supervision. • Begins troubleshooting equipment problems and reports to the appropriate staff. 			

Specific Duties:

- Explains circulation policies and procedures to customers. Registers customers by determining eligibility according to library policy, checking identification, issuing library cards, and accurately entering customer data into the computer. Charges out and checks in library materials following library procedures. Assesses and negotiates overdue fines and lost material costs. Collects fines and works with customer to resolve billing problems. Answers questions about the customer’s library record. Maintains customer confidentiality.
- Operates telephone switchboard.
- Answers questions about library services and procedures, assists customers in locating materials and information, and requests items not available for immediate check out. Assists and instructs customers through material and on-line searches, computer software applications, community referrals, and outside sources/collections.
- Refers customer with in-depth or lengthy questions to on-call staff.
- Provides readers’ advisory services.
- Assists customers with computer reservations, guest passes and printing.
- Uses computers, printers, TTY, fax, microfilm and other general office equipment.
- Records various statistical information.
- Instruct customers in the use of the public copy machines. Maintains public copy machines by adding paper, undoing paper jams and adding toner as needed.
- Keeps informed about library and departmental information and changes via electronic and written mail, and through attendance at staff meetings. Attends departmental meetings as scheduled.
- Responsible for processing the Send Item List as assigned.
- Provides support for specialized projects, services, programs and activities related to library goals and needs.
- Attend outreach events, issue new accounts, demonstrate electronic resources and promote the library as assigned.
- Duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

This position requires excellent written and verbal communication skills, the ability to work in a team environment, a “whatever it takes” work ethic, and an excellent customer service attitude.

Physical Requirements:

Work involves bending, reaching, lifting up to 40 lbs., pushing and maneuvering book carts filled with library materials, walking and other limited physical activities; operation of computer and scanning equipment is required. Regular contact is made with employees, volunteers and the general public.

Education and Experience:

At least 60 hours of college undergraduate credit and/or two years’ experience at the Assistant I level. Intermediate level proficiency using Microsoft software applications (specifically MS Word, Excel, and Outlook).

PREFERRED SKILLS

Prefer at least one year of library, public service or related experience. Prefer candidates that can accurately type 45+ words per minute. Experience with electronic database searching. Prefer candidates with a knowledge of SIRSI software or other ILS.

Last Updated By:	Leslie Ellsworth	Date/Time:	10/23/2018
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