



POSITION DESCRIPTION

DATE OF POSTING: January 29, 2019

JOB OPENING: Customer Service

La Porte County Public Library has an opening for a Customer Service position. In this position, you will be responsible for creating positive customer interactions and experiences on a daily basis.

You will work a 40 hour per week schedule which includes some evening and Saturday hours.

Application are being accepted at this time. Download and print the application form from our website at <https://laportelibrary.org/employment/>, or ask for an application to complete at any of our locations.

Submit completed application and resume to:

De Burke, HR Professional
La Porte County Public Library
904 Indiana Avenue
La Porte, IN 46350
219-362-6156, ext. 371
dburke@laportelibrary.org



POSITION DESCRIPTION

Job Title:	Customer Service	Job Classification:	Specialist I
Location:	All	Reports To:	Team Lead
Starting Pay Rate:	\$9.85/hour	Position Type:	Non-Exempt

JOB PURPOSE

Uses the Library's Customer Service Best Practices to create positive customer interactions and experiences on a daily basis.

ESSENTIAL RESPONSIBILITIES

- Applies LPCPL's customer service best practices (courtesy, professionalism, attitude, safety, quality)
- Provides high quality customer service (answers customer questions, helps customers find library materials)
- Assists customers with use of public computers, personal devices, and basic office equipment
- Promotes library classes, events, and services to customers
- Handles materials (checks materials in and out; empties book returns; processes requested items; inspects, shelves & shifts materials; maintains orderly shelves)
- Maintains customer accounts (sets up new customer accounts, makes changes to customer information, and reconciles customer accounts)
- Operates a point-of-sale system and cash handling (counts, collects, and records cash and credit transactions)
- Creates a safe and clean environment for customers and staff
- Applies Code of Conduct policy consistently with all customers
- Abides by established policies and procedures

POSITION REQUIREMENTS

- You have a high school diploma or equivalent and specialized training applicable to position
- You have previously worked in customer service for one year
- You have proficient technology skills, with experience using the Internet, email, and willingness to learn new technologies
- You have cash handling experience using a cash drawer, register, and credit card machine
- You welcome working with all people from your community
- You are positive, adaptable, and forward thinking
- You display appropriate demeanor at all times; this includes dress, body language, and facial expressions
- You can organize materials alphabetically and numerically

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Office environment; exposure to materials returned in unfavorable conditions, occasional exposure to outside weather conditions
- Mobility: Frequently lifts and carries 10 pounds; occasionally pushes/pulls up to 50 pounds using cart; frequently sits, stands, kneels, squats, bends, twists, grasps, and reaches above shoulders to move materials
- Vision abilities include: close, distance, color, peripheral vision, and depth perception
- Must be able to respond to fire alarms, warning sirens, and phone pages