



POSITION DESCRIPTION

DATE OF POSTING: **January 29, 2019**

JOB OPENING: **Outreach Customer Service**

La Porte County Public Library has an Outreach Customer Service opening. In this position, you will be responsible for creating positive customer interactions and experiences on a daily basis. A valid driver's license and a for hire endorsement are required for this position.

You will work a 30 hours 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:	Outreach Customer Service	Job Classification:	Specialist II
Location:	Main	Reports To:	Public Services Outreach Team Lead
Starting Pay Rate:	\$10.85/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)
- Drives a variety of library vehicles to designated scheduled stops and for repairs and preventative maintenance
- Delivers materials and supplies to various locations
- Handles materials (checks materials in and out; empties book returns; inspects, shelves & shifts materials; maintains orderly shelves)
- Maintains customer accounts (sets up new customer accounts, makes changes to customer information, and reconciles customer accounts)
- Selects and delivers materials for outreach customers according to Library policy and procedures
- Promotes library classes, events, and services to customers
- Substitutes at various locations as assigned
- Creates a safe and clean environment for customers and staff including reporting maintenance issues/concerns and completing daily maintenance checks of vehicles
- 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 a valid driver's license and a for hire endorsement
- 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
- You operate all library vehicles in a safe manner and comply with all federal, state, and local regulations for the safe operations of a motor vehicle



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PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Office environment; exposure to materials returned in unfavorable conditions, occasional exposure to outside weather conditions, odor, noise, heat and cold
- Mobility: Frequently lifts and carries 10-50 pounds; occasionally lifts and carries occasionally pushes/pulls 50+ pounds using cart; frequently drives a variety of company vehicles to all locations and scheduled stops; regularly sits to do work; occasionally stands, kneels, squats, bends, twists, grasps, and reaches above shoulders to move materials;
- Vision abilities include: close, distance, color, peripheral vision, depth perception, and ability to adjust focus
- Must be able to respond to fire alarms, warning sirens, and phone pages