



# POSITION DESCRIPTION

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

**JOB OPENING:** Team Lead

La Porte County Public Library has an opening for a Team Lead. In this position, you will be responsible for leading the team of Customer Service employees to create 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](mailto:dburke@laportelibrary.org)



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<b>Job Title:</b>	Team Lead	<b>Job Classification:</b>	Paraprofessional
<b>Location:</b>	All	<b>Reports To:</b>	Circulation Librarian
<b>Starting Pay Rate:</b>	\$11.85/hour	<b>Position Type:</b>	Non-Exempt

## JOB PURPOSE

Leads Customer Service in applying 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)
- Supervises assigned location or work area
- Opens and closes according to established procedures
- Schedules work assignments for Customer Service Specialists
- Leads team projects as assigned
- Provides high quality customer service (provides research assistance, notary services, answers customer questions, helps customers find library materials)
- 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)
- Works in collaboration with Community Engagement staff to plan, conduct, and promote, library classes, events, and initiatives
- Contributes content for Library's social media and creates displays according to the Marketing Plan
- Participates in collection maintenance
- Creates a safe and clean environment for customers and staff and monitors and reports issues with cleaning, mechanical systems, and building issues
- 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 use independent judgment
- 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 organize multiple tasks and projects to meet deadlines
- Works from various locations, as needed



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## PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Office environment; exposure to materials returned in unfavorable conditions, occasional exposure to outside weather conditions
- 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