



# POSITION DESCRIPTION

**DATE OF POSTING:** April 10, 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 24 hours per week schedule which includes some evening and Saturday hours. For full details please refer to the job description on the next page.

Applications 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>	Outreach Customer Service	<b>Job Classification:</b>	Specialist II
<b>Location:</b>	Main	<b>Reports To:</b>	Public Services Outreach Team Lead
<b>Starting Pay Rate:</b>	\$10.85/hour	<b>Position Type:</b>	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