La Porte County Public Library has an opening for a full-time 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.

Benefits include: PTO (Paid Time Off), holidays, group health, dental, and vision plans, participation in Indiana Public Retirement program, wellness clinic membership, Employee Assistance Program, YMCA member discounts.

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, Human Resources
La Porte County Public Library
904 Indiana Avenue
La Porte, IN 46350
219-362-6156, ext. 371
dburke@laportelibrary.org
**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