

Center Line Public Library

7345 Weingartz
Center Line MI 48015
586-758-8274
www.centerline.gov

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| Position: | Desk Clerk | Hours: | Part-Time, 10-20 hours/week |
| Pay Rate: | \$9.25/hour | Deadline: | March 16, 2018 |

To Apply

Fill out the City of Center Line Application forms available at <http://www.centerline.gov/city-hall/employment> and turn it in to City Hall located at 7070 E. 10 Mile Rd Center Line MI 48015.

Desk Clerk

The role of the Desk Clerk is to help patrons with all of their needs and keep the day-to-day operations of the circulation desk moving smoothly.

Essential Duties

- Perform circulation duties including check-in, check-out, and renewal of library materials
- Process holds going in and out of the library
- Register patrons for library cards
- Empty materials from after-hour book drop
- Shelve and retrieve library materials
- Answer telephone in a polite and friendly manner
- Answer basic directional and reference questions for patrons
- Monitor public use of the computers in the library
- Make reservations for public computer use
- Answer basic computer questions for patrons
- Inspect library materials to determine if repair is necessary
- Perform word processing tasks, create spreadsheets, and flyers as assigned
- Collect fines and fees
- Assist patrons with printing out materials
- Assist patrons with the copy machine
- Scan and email documents
- Perform additional duties as assigned

Abilities

- Outstanding customer service skills
- Professional and friendly demeanor in dealing with the public, co-workers, and vendors

Requirements

- Experience working with the public preferred

Desired Skills

- Ability to establish and maintain positive, effective working relationships with library personnel and with the public, including people of all ages, with disabilities or from a variety of social, economic, and ethnic backgrounds
- Outstanding customer service skills
- Ability to demonstrate repeated good judgment when dealing with the public
- Basic knowledge of, or ability to learn, library terminology and organization
- Ability to work as part of a team.
- Ability to occasionally transport materials weighing up to 20 pounds
- Ability to operate basic office equipment including copy machine, scanner, printer, cash register
- Basic oral and written communication skills
- Ability to follow oral and written instructions
- Basic knowledge of the Windows environment
- Basic keyboarding and computer skills
- Basic knowledge of Microsoft Word, Excel, and Publisher or willingness to learn
- Basic math skills
- Ability to become familiar with most popular authors and library materials in order to assist patrons and make recommendations
- Ability to perform detailed work accurately and consistently
- Ability to instruct and assist patrons with using library services such as searching the library catalog, using OverDrive to check out digital materials, using online databases, or locating items within the library
- Ability to shelve library materials alphabetically and numerically with accuracy
- Ability to repeatedly push and pull shelving carts loaded with books and other library materials on a carpeted surface
- Ability to read, write, and speak the English language with fluency
- Ability to work scheduled shifts which may include evening and weekend hours
- Ability to attend work on time on a regular basis