

# Clerk I

## Job Description

Classification Title: Clerk I

FLSA Status: Non-Exempt

Employment Status: Full-time and Part-Time (Includes evenings and weekends)

Reports to: Clerk Supervisor

### Summary:

This position provides direct service as the Bellaire Public Library's primary contact with the public in borrowing and using Library materials, services and equipment. The goal is to make the library a pleasant and rewarding place to visit and use by carrying out responsibilities accurately and cheerfully and providing the best possible customer service at all times. All Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

### Essential Job Duties and Responsibilities:

- Provide excellent customer service to library patrons of all ages and background, in person and over the phone.
- Promptly relay all suggestions, problems, and complaints to Circulation Supervisor.
- Perform opening and closing duties according to established procedures.
- Assist patrons with their accounts and materials borrowing. Includes processing account applications, verifying account information, communicating borrowing policies, investigating and resolving disputes positively, accepting payment on accounts, ensuring accuracy and confidentiality of accounts.
- Collect fines and charges for overdue, lost, or damaged materials and maintains fine records.
- Answer directional questions and all reference questions.
- Renew expired registrations and library materials.
- Assist patrons with finding desired materials, suggestion resources that best meet their interests and needs.
- Enthusiastically promote the resources, services, and events that the library offers.
- Daily reset of people counter.
- Pack, unpack, sort, and process inter-library loan materials.
- Shelf and file library materials, returning library materials to proper locations in the library collection.
- Clear library tables nightly and keeps reading and new materials display areas in order.
- Assist with processing library materials as assigned.
- Assist with shifting collections, weeding, shelf reading and straightening, and collection maintenance.

- Learn and effectively use essential library software and technology: integrated library software, Microsoft Office, computer network, multi-line phone system, etc.
- Assist patrons in using the online catalog, databases, internet, and library equipment such as copier, printer, fax, etc.
- Supports and implements the Library's Mission Statement, Vision Statement, Strategic Plan and customer service expectations.
- Attends regular staff and committee meetings as assigned.
- Follow all library policies, procedures, and standard practices.
- Work in various departments and assist with library programs and projects as needed.
- Performs other related duties as assigned.

#### Required Knowledge, Skills and Abilities:

- Ability to present a warm, welcoming image working with the public in person and on the phone.
- Self-motivated and able to work independently.
- Service and detailed oriented with strong problem-solving skills.
- Digitally literate with broad experience in current technologies, software, and working knowledge of standard office equipment (faxes, copiers, etc)
- Strong verbal, written, and telephone skills.
- Must be able to alphabetize, have a general understanding of the Dewey Decimal Classification and willing to develop knowledge of the current circulation system.
- Ability to perform filing and other clerical tasks reasonably and accurately.
- Ability to perform several tasks simultaneously and remain calm in stressful situations.
- Ability to learn computer hardware and software applications used in the Library.
- Ability to load, unload, lift, shelve, transfer, and/or transport materials up to 50 pounds.
- Regular and predictable physical attendance.
- Ability to interpret and apply Library policy.
- Works well individually and as part of a team.

#### Qualifications:

- High School diploma or equivalency is required. Some college preferred.
- Excellent customer service experience.
- Must successfully pass a background check.
- Reliable transportation and maintains regular and predictable physical attendance.

#### Working Conditions:

- Work generally requires physical effort including standing, bending, and walking.
- Much lifting and carrying of stacks of books, packages, and similar with weights up to 30 pounds.
- Ability to perform repetitive tasks.
- Agility and strength for pushing loaded book trucks up to 50 pounds, and shelving and retrieving library materials stored from near floor level to 90" high.
- Requires attention to visual detail and manual dexterity for using the computer, keyboard, mouse, printer, and other office equipment.

- Must be able to work with frequent interruptions.
- Hours include some evening and weekends. Schedules may be altered depending on the needs of the library.

The usual physical demands referred to above are typically exhibited when performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the Library and employee identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA related disability.

The above job description is not all inclusive but are the general duties expected of this position. The Director reserves the right to assign other duties as needed for the orderly operation of the library.