

**CITY OF EAST LANSING
EAST LANSING PUBLIC LIBRARY
Customer Service Associate**

PAY RATE:	\$12.42/hour
BEST CONSIDERATION DATE:	Sunday, May 28, 2017
HOURS PER WEEK:	20 hours per week. Contingent; At-Will position. Includes night and weekend hours

The East Lansing Public Library (ELPL) is looking for a dynamic, part-time Customer Service Associate. We seek someone with strong customer service experience, proven ability to work effectively in a team environment and an interest in developing new skills.

Our Customer Service Associate will work with the ELPL Customer Services Team to provide an excellent experience for our patrons by helping them access library materials and resources. We are looking for someone with demonstrated experience working with the public, using computers and other technologies, and who has an interest in advocating for the library.

All ELPL staff may: work evenings and weekends; serve on the library service desk or at the Maker Studio; provide basic technology instruction; participate in the planning, implementation and evaluation of services; and assist in the care of the facility and collection maintenance.

REQUIRED

- High School Diploma or Equivalent
- Demonstrated experience providing excellent customer service
- Demonstrated ability to communicate effectively both orally and in writing
- Demonstrated computer, e-reader, and other technology proficiency

PREFERRED

- Experience working in a public library setting
- Demonstrated experience with reference and circulation services delivered in person, by phone, and via email.
- Demonstrated ability to maintain a calm, positive attitude during stressful situations

PHYSICAL REQUIREMENTS

- Ability to stand for extended periods of time in the performance of the duties associated with this position
- Ability to withstand routine and repetitive motions such as bending, reaching, and pushing
- Ability to lift library materials weighing up to 50 lbs., and to push book trucks weighing between 100 and 200 lbs.

RESPONSIBILITIES

- Provide excellent customer service.
- Utilize automated equipment and other resources of the Library
- Provide basic reference assistance
- Assist patrons with basic computer questions and use
- Possess the knowledge, and proficiency in using, the Library's automated system.
- Generate reports and statistics from the automated system for Library's use.
- Generate daily notices to patrons, including overdue notices, hold notices, and billings.
- Enter information into the automated system's database.
- Enter money transactions into an automated financial system.
- Use a variety of machines including: a photocopier, postage meter, and computer.
- Check materials in and out on the automated system.
- Merchandise library materials.
- Maintain a current knowledge of library processes, policies and procedures.
- Perform opening and closing duties for the service desk.
- Communicate information about the Library, in person, over the phone and via email.
- Register people for library cards.
- Inspect, clean, mend and transport books and other Library materials.
- Shelve library materials in alphabetic, numeric and alphanumeric order.
- Assist pages as needed.
- Perform related duties and responsibilities as required

WORK ENVIRONMENT

The East Lansing Public Library is a 26,000 square foot facility centrally located within the East Lansing Community. The newly-remodeled library includes meeting room spaces, quiet study areas, a teen reading area, an 1,100 square foot Maker Studio, and over 3,000 square feet of Children's space. The library is located just north of Michigan State University and is committed to providing services to the diverse MSU/East Lansing community. We employ more than 30 full- and part-time staff committed to providing a place and resources where people gather to share information and ideas to enrich lives and foster community.

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of The East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

To apply, please e-mail a resume and cover letter addressing how your experience meets the position requirements and preferences, along with a completed [COEL application](#) to:

East Lansing Public Library
Attention: Robert Chartrand, Circulation Supervisor
rchartr@cityofeastlansing.com

EAST LANSING IS AN EQUAL OPPORTUNITY EMPLOYER