

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



**Bucks County Free Library
Job Description**

Job Title: Customer Service Associate 2
Job Classification: Library Assistant
Department Name: Branch
Reports To: Library Manager
Date Prepared: February 2017
Approved By: Chief Executive Officer

POSITION SUMMARY: Performs all duties of the Customer Service Associate 1. Answers informational and directional questions of library users in person and by phone. Monitors public areas and library user behavior and takes steps necessary to ensure safety and an appropriate environment are maintained. Develops ready reference and reader's advisory tools for public and staff distribution and use. Develops plans, schedules, and provides group instruction in the use of library resources, Internet resources, and productivity software. Develops new training tools and orients, instructs, and trains selected employees. Recruits, trains, and oversees the work of volunteers. Prepares, promotes, presents, and evaluates in-library and outreach programs of all types using a variety of media. Maintains collection, including creating displays and marketing materials, weeding, and selection. Coordinates projects and activities with management and other staff. This is a non-exempt bargaining unit position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a bachelor's degree
- Two years related experience
- PA Public Library Assistant Certification
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

SCOPE OF RESPONSIBILITY:

Staffing Responsibility: May guide the work of other staff or volunteers.

Supervision Received: Work is assigned and performed under general supervision with little functional guidance, following established procedures. Situations are rarely referred to a supervisor unless a change to policy or procedure is involved.

Customer Satisfaction and Service: Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and external contacts.

Decision Making Impact: Productivity or actions affect the work of others in the immediate work group or several customers.

Communication Type: Interaction requires moderate tact and cooperation, e.g., scheduling and/or coordinating multiple priorities and responding to questions which require some research to provide the correct answer.

Communication Level: Level of contact is primarily with library users, co-workers, and supervisors.

Complexity: Work is generally well defined with clearly stated directions, but involves some non-routine or unusual assignments that may require the use of new approaches or occasional independent judgment.

Budget Responsibility: Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs all duties of the Customer Service Associate 1.
- Answers informational and directional questions of library users in person and by phone. Greets and offers help to those entering the library. Visually scans and walks around public areas to offer assistance. Refers and routes library users to other staff as needed.
- Monitors public areas and library user behavior and takes steps necessary to ensure safety and an appropriate environment are maintained. Maintains the orderliness and safety of individual and shared staff work areas. Serves as person in charge as needed.
- Provides basic ready reference and reader's advisory to the public using print and electronic resource guides. Develops ready reference and reader's advisory tools for public and staff distribution and use.

- Provides basic one-on-one help and assistance in use of library electronic resources, including specialized tools and databases on the library's website, Internet searching, and office productivity software.
- Assists library users with Internet resources and productivity software, including accessibility resources. Develops plans, schedules, and provides group instruction in the use of library resources, Internet resources, and productivity software.
- Develops new training tools and orients, instructs, and trains selected employees. Oversees, directs, and delegates the routine work of Library Aides.
- Recruits, trains, and oversees the work of volunteers. Publicizes volunteer opportunities. Develops and conducts volunteer meetings, orientation, and training sessions.
- Prepares, promotes, presents, and evaluates in-library and outreach programs of all types using a variety of media. Tracks, compiles, and submits programming statistics and program evaluation forms.
- Maintains collection, including creating displays and marketing materials, weeding, and selection. Recommends materials for purchase based on library user requests and community needs.
- Coordinates projects and activities with management and other staff. Ensures that outcomes are consistent with library goals, policies, regulations, procedures, and guidelines.
- Registers new library users. Renews and modifies records of current users. Resolves problems, such as concerns with lost or overdue items, fines, and registrations. Searches for missing or lost items and follows up with library users with information and solutions.
- Checks out, checks in, and renews library materials. Demonstrates and assists library users with self-checkout equipment.
- Calculates and receives payments by cash, check, and credit cards. Issues receipts, refunds, and change. Uses a cash register to process transactions. Counts money in cash drawers to ensure that amounts are correct and sufficient. Performs cash register reconciliations. Prepares and submits cash transmittals and bank deposits.
- Helps library users to sign up for and use library equipment, such as computers, printers, tablets, wireless connectivity, copiers, scanners, and microfilm readers. Troubleshoots equipment problems.
- Demonstrates and upsells library products and programs. Maintains book displays. Produces slides, signs, flyers, and social networking posts. Represents the library at various promotional events and activities.
- Helps library users register for programs and book meeting rooms. Makes sure meeting rooms are set up for library programs. Makes announcements at the beginning of programs and attends as needed. Distributes and collects surveys and release forms. Takes photographs.
- Performs library opening and closing procedures. Keeps public areas neat and orderly throughout the day. Monitors and helps with behavior problems.
- Maintains records in accordance with the library's retention policy. Sorts and routes incoming and outgoing mail. Orders and maintains supplies. Tracks, compiles, and submits library statistics, surveys, and program evaluation forms. Keeps work area and common areas neat and orderly. Monitors and notifies management of the need for IT or Facilities work orders.

- Empties book drops, book bins, and boxes of library material. Sorts and prepares items for shelving or filing. Process holds and ILLs. Processes new and de-acquisitions old materials, including physical processing and modifying or deleting item records in the database. Manages gift books and donations.
- Develops and maintains constructive and cooperative working relationships with senior management, co-workers, staff, community members, and outside groups.
- Provides information to supervisors, co-workers, and staff by telephone, e-mail, or in person. Compiles and prepares statistical and other reports, correspondence, procedures, and information required by management. Reviews reports and information pertaining to library activities to verify details, monitor work activities, assess performance, and provide feedback.
- Communicates, interprets, and explains the library's goals, standards, policies, procedures, and guidelines to staff and the public. Consults with management regarding the interpretation of policies, regulations, and procedures. Participates in development of library policies and procedures.
- Attends and participates in meetings and training sessions. Engages in professional development activities, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Participates as a member of internal committees or project teams.
- Meets the requirements of all Bucks County Free Library job and technology competencies.
- Assumes other duties and projects as assigned.

REPRESENTATIVE KNOWLEDGE, SKILLS AND ABILITIES:

- All representative Knowledge, Skills, and Abilities of Customer Service Associate 1.
- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Knowledge of principles, techniques, and practices of developing, directing, and administering a volunteer program.
- Knowledge of principles, techniques, and practices of community relations, including public speaking.
- Knowledge of principles and methods used to measure marketing effectiveness.
- Knowledge of methods of preparation of budget requests and grant applications.
- Knowledge of principles and methods for teaching and instructing individuals or groups and how to measure training effectiveness.

- Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Knowledge of graphic design and communication software and apps, including desktop publishing, graphics, photo imaging, instant messaging, video creation and editing, and web page creation and editing software.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Knowledge of current trends in reading, public library collections, and the publishing industry.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Skill in identifying the implications of new information for both current and future problem-solving and decision-making.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

COMPETENCIES:

Job Knowledge – General: Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

Job Knowledge – Due Diligence: Maintains records and manages cash and/or property according to library policies; protects library assets

Job Knowledge – Technology: Demonstrates and applies skill in the use of equipment, tools, and technology necessary to independently complete assignments and assist others

Dependability: Meets attendance standards; initiates and accomplishes workload without being prompted; manages time effectively

Productivity and Initiative: Works independently with minimal supervision; makes decisions and takes action within the scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently; handles multiple priorities with ease

Work Relationships and Demeanor: Maintains cooperative and productive relationships; willingly assists with formal or informal coaching or training; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; treats obstacles as solvable challenges; actively works to maintain and improve staff morale

Customer Service: Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

Communication: Communicates effectively in person, by phone, and electronically; expresses ideas clearly with correct grammar; uses active listening skills; matches communication method to the situation and the needs of the recipient

Change and Innovation: Adapts to new or changing priorities; makes recommendations for operational improvements; initiates creative ideas

PHYSICAL DEMANDS:

Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.

Occasionally – The person does the activity up to 33% of the time.

Frequently – The person does the activity 34% to 66% of the time.

Continuously – The person does the activity 67% to 100% of the time.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often?

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>