



JOB DESCRIPTION

TITLE: Member Services Associate

DEPT.: Member Services

REPORTS TO: Circulation Manager

CLASSIFICATION: Non-Exempt

Objective:

Provides excellent customer service to library visitors at the Member Services desk, assisting with checkout and library accounts, and takes a lead role in assigned areas as a team member of the Member Services Department.

Duties:

1. Provides positive front-line interactions with members in person and on the telephone using Library resources.
2. Responsible for opening and closing procedures on evenings and weekends.
3. Performs check-in, checkout, sorting, shelving, shifting, straightening, shelf reading and weeding of materials. Schedules meeting rooms, sets up equipment, and registers members for programs.
4. Provides reliable and accurate directional and readers advisory assistance to members. Instructs and assists members in the use of Library resources and technology.
5. Works directly with the Member Services managers to ensure a high level of member care. Seeks ways to incorporate process improvements.
6. Assists staff with resolving member account issues. Organizes curbside reservations and pick up.
7. Manages workflow of both front and back of house.
8. May be assigned to work at other library locations and present programs as needed.
9. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
10. Understands and enforces Library policies and procedures while safeguarding confidential and restricted information. Effectively conveys Library policies and procedures to the public and staff.
11. Participates in library meetings and serves on library committees as assigned.
12. Performs other duties as assigned.

Minimum Qualifications:

Education:

Two years of college level coursework, Associates Degree, LTA certificate, or equivalent

Experience:

One year of related experience in a comparable business, organization, or library. Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email and computer technology
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to troubleshoot minor problems with computers and peripherals
- Knowledge of Windows and MS Office
- Demonstrates ease and comfort with emerging technologies
- Ability to alphabetize correctly and to understand numerical arrangement utilizing decimals in order to comprehend, put in correct order, and retrieve materials from shelves
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility:

Position may include supervision of volunteers.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds frequently
- prolonged sitting and repetitive keyboard use

Working Conditions:

Work is performed in a typical library environment.