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## JOB DESCRIPTION

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**TITLE:** Member Services Assistant  
**REPORTS TO:** Member Services Manager

**DEPT:** Member Services  
**CLASSIFICATION:** Non-Exempt

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**Objective:**

Provides excellent customer service to library visitors at the Member Services desk, assisting with checkout and library accounts, and provides clerical assistance 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. Provides reliable and accurate directional and readers advisory assistance to members. Instructs and assists members in the use of Library resources and technology.
3. Issues member library cards, renews accounts and collects payment of fees.
4. Performs all duties for supporting library collections as assigned, including check in, check out, sorting, shelving, shifting, straightening, shelf reading and weeding of materials. Registers members for programs and events.
5. Locates and retrieves materials from pick lists; processes and routes materials.
6. Understands and enforces Library policies and procedures while safeguarding confidential and restricted information.
7. Participates in library meetings, outreach events and serves on library committees as assigned.
8. Assists in training new Member Services Assistants in their duties, guiding them through department procedures and helping them become effective team members.
9. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
10. Performs other duties as assigned.

**Minimum Qualifications:**

Education:

High school diploma or equivalent.

Experience:

- 6 months customer service 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, the internet, 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 Microsoft Windows and 365
- 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:**

None.

**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.
- Must be able to work a flexible schedule, including evenings and weekends.