

**POSITION: Customer Service Representative – Level 2**

**Organization Group: Associate**

**DEPARTMENT: Multiple Branches**

**Level: B**

**EFFECTIVE: March 1, 2025**

**FLSA Status: Non-exempt**

This position description identifies the major responsibilities of this job.

## **POSITION PURPOSE**

The purpose of the Customer Service Representative II is to create a positive, welcoming and efficient experience for library customers. The Customer Service II proactively meets customer needs by increasing their awareness of library resources and services. This position is critical to supporting the library district's mission to inspire learning and discovery.

## **RELATIONSHIPS**

The Customer Service Representative II reports to the department or branch manager and works collaboratively with department team members. This position helps library patrons navigate library resources and ensures the library collection is well-organized and easily accessible by sorting and arranging books and materials. The Customer Service Representative II makes a tangible impact by working directly with customers and representing the library as a friendly and knowledgeable resource.

The CSR II works directly with customers representing the library as a friendly and knowledgeable resource. This position may work with co-workers from across the organization. The position provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background. The Customer Service Representative II fosters an inclusive environment for all customers by adhering to the library's policies of supporting free and open access to information and ideas as stated in CRS 24-90-122, the "Library Bill of Rights" and its interpretations, and the "Freedom to Read", "Freedom to View," and "Intellectual Freedom" statements of the American Library Association.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

Engages in facilitated customer service to provide assistance at the point of need; roves to greet customers, offers assistance with locating materials, provides reference information and advises readers.

Proactively provides information to customers to promote circulation and program attendance.

Creates positive experience for customers by quickly and accurately processing materials and returning them to their designated locations in accordance with the library's cataloging system.

Helps resolve customer issues while adhering to library policies and procedures.

Demonstrates excellent communication skills including active listening skills and the ability to resolve basic customer issues. De-escalates tense situations by using methods to influence customer behavior.

Instructs customers on use of library's computers, digital devices and e-resources including databases. Stays current on use of new technologies and library resources.

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May work directly to serve customers who are experiencing mental health challenges, addiction, human welfare and exclusions issues, including troubled youth.

Assists library patrons with the use of self-service check-out stations.

Demonstrates interest in the condition of the collection by sorting and shelving library materials in their proper location.

May identify and remove books and other materials in poor condition and brings them to the attention of the manager.

Utilizes merchandising techniques to maintain library shelves that are neat, orderly and inviting to customers.

Promotes materials by front facing books, shifts shelves to keep them neat, reads shelves to ensure that materials are in the proper location.

Maintains statistics and creates reports as needed.

May process materials lists, regularly remove materials from book drop, and place Periodicals on display shelves.

Demonstrates knowledge and skill using Automated Materials Handling (AMH) equipment, hydraulic lifting equipment and Self-Service Check-out Stations including the ability to troubleshoot and resolve general software and equipment errors.

Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.

Participates in regularly scheduled department meetings. Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.

Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and personnel employee access systems.

### **Job Duty Variables Dependent on Department/Branch**

- May help prepare and clean up community program supplies and assist with library programs for various age groups, such as story times, book clubs, workshops or community events.
- May regularly be assigned to work at library locations throughout the library district.
- May regularly be assigned to work in the call center to receive in-coming calls and provide customer assistance.

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## OTHER DUTIES AND RESPONSIBILITIES

- May be cross-trained for other duties, backing up other positions as needed.
- May serve on library committees as a department representative.
- Performs other duties as needed.

## QUALIFICATIONS

**Education and Experience:** High School diploma or GED and one year of related work experience required. Two years of college, Associate's degree or certification in library science is preferred. Library work experience preferred.

### **Skills and Abilities:**

Requires excellent proactive customer service skills with the ability to present a positive image of the library in attitude, communication style and appearance.

Requires experienced computer skills for use of library software, email, internet, electronic timekeeping, on-line work order system, and employee access database.

Ability to become proficient in the use of library ILS software, databases and e-services, with the ability to instruct customers on their use.

Accurate alphabetical, numerical, and subject filing are required.

Intermediate mathematical skills including accurate handling of money.

Problem solving skills with the ability to listen, address customer concerns and assist customers in resolving these concerns.

Ability to interact effectively with diverse populations including people of all ages, backgrounds, races, and special needs populations.

Requires the ability to actively participate and contribute as a team member as well as work independently, follow instructions and use good judgment.

Ability to function under flexible and changing conditions.

**Physical Requirements:** Must have the ability to do repetitive work including hours of standing, bending, kneeling, shelving, lifting, pushing and pulling. Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements:** Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.