**POSITION PURPOSE:**

**The purpose of the Customer Service Concierge is to provide exceptional customer service to library patrons while efficiently managing meeting room reservations and usage. The role ensures that patrons receive assistance with library resources, technology, and reference services while also coordinating meeting space logistics, taking payments, administering refunds as needed and maintaining adherence to library policies.**

This position plays a key role in creating a welcoming and accessible library environment, supporting community engagement, and facilitating smooth operations of both customer service interactions and meeting room functions.

**RELATIONSHIPS:**

The Customer Service Concierge reports to the Manager of Experiential Learning and works collaboratively with department and branch team members. This position engages with library patrons, community organizations and individuals reserving meeting rooms to ensure smooth coordination and adherence to library policies. This role helps library patrons navigate library resources. The Customer Service Concierge makes a tangible impact by working directly with customers and representing the library as a friendly and knowledgeable resource.

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 Concierge 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**

**50% - Meeting Room Coordination**

* **Coordinates the scheduling and use of meeting rooms at the branch library according to policy and procedure, including approving bookings, coordinating before and after-hours bookings with Security, and ensuring the meeting room user’s needs are met.**
* Conducts tours and walk-throughs of meeting spaces.
* Track deposits, contracts, and food liability waivers for meeting room reservations, ensuring accurate record-keeping and compliance with financial procedures.
* Prepare meeting rooms with necessary equipment, materials, as required.
* Maintains cleanliness and order in meeting rooms before and after scheduled events by ensuring that meeting rooms are clean and ready for future use and/or notifying the Manager and Facilities of escalated cleaning needs.
* Verifies that all A/V equipment in meeting rooms are operational. Assists in troubleshooting basic AV or technology issues related to meetings. If issues arise, escalate to the appropriate contact for resolution.
* Runs monthly reports of meeting room use.

**50% - Customer Service**

* 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.
* 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.
* 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.
* May regularly be assigned to work in the call center to receive in-coming calls and provide customer assistance.
* 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 work with department Manager to streamline and troubleshoot processes for the call center.
* 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.

**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:**  Requires an Associate’s degree or two years of college and a minimum of two years related work experience. One year of experience in library services is strongly preferred.

**Skills and Abilities**

* Requires excellent communication and customer service skills with the ability to listen and resolve customer issues; respectful and skilled in interacting with diverse populations.
* Proficiency with computer skills for use of the Google suite, the internet and strong ability to learn library and meeting room scheduling software.
* Must be able to assist customers with use and access to electronic, digital and print resource including self-checkout stations.
* Strong interpersonal and communication skills.
* Detail-oriented with excellent problem-solving abilities.
* Accurate alphabetical, numerical, and subject filing are required.
* Requires the ability to actively participate and contribute as a team member as well as work independently, follow instructions and utilize good judgment.

**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.