
POSITION:	Customer Service Representative Float	Organization Group: Associate
DEPARTMENT:	Public Services Departments	Level: B
EFFECTIVE:	May 10, 2017	FLSA Status: Non-exempt

This position description identifies the major responsibilities of this job.

-- I. POSITION PURPOSE

The purpose of the Customer Service Representative Float (CSR Float) is to regularly provide coverage for all Public Services Departments experiencing staff shortages. The purpose of the CSR Float is to help create a positive experience for all library customers by proactively addressing and meeting customer needs and by increasing their awareness of library resources and services.

-- II. RELATIONSHIPS

CSR Float reports to the Chief Operating Officer and works collaboratively with department managers and team members. The position works directly with customers 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.

-- III. PRIMARY DUTIES AND RESPONSIBILITIES

Works an established number of hours per week and is available to cover Public Services vacancies at various locations for varying shifts throughout the district.

Proactively provides customer service by greeting customers, offering assistance with locating materials, providing library district information and resolving general issues. Helps to promote circulation, library visits, digital use and program attendance by facilitating a positive customer experience.

Explains library policies and procedures to customers.

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.

Supports team members by performing a number of tasks such as shelving and preparing for programming.

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.

Performs public services tasks in Sirsi including issuing library cards, processing fees and fines, updating account information, placing holds and assisting with Inter-library loans.

Provides basic reference desk services.

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May serve as Person in Charge (PIC) for some shifts at branches other than Rawlings.

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.

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.

IV. OTHER DUTIES AND RESPONSIBILITIES

May cover Materials Handling Technician shifts for locations throughout the district.

May occasionally provide support to Technical Services or other Support Services Departments.

Performs other duties as needed.

V. 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 basic computer skills for use of email, internet, electronic timekeeping, on-line work order system, and employee access database.
- Basic mathematical skills, including accurate handling of money, and English language skills, both written and verbal, are required.
- Related experience involving accurate alphabetical, numerical, and subject filing is preferred.
- Experience using library ILS software, databases and e-services with the ability to instruct customers on their use.
- Excellent proactive customer service skills with the ability to present a positive image of the library in attitude, communication style and appearance.
- Accurate alphabetical, numerical, and subject filing. Problem solving skills with the ability to listen, address basic customer concerns and assist customers in resolving issues.

JOB DESCRIPTION

PUEBLO CITY-COUNTY LIBRARY DISTRICT

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- 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.

Equal Opportunity Employer.