

PARK RIDGE PUBLIC LIBRARY
JOB DESCRIPTION

Job Title: Associate

Department: Patron Services

Reporting Relationship:

Reports to Patron Services Manager

Position Summary:

Patron Services Associate provides excellent customer service to patrons and assists in the circulation of Library materials.

Essential Job Duties and Responsibilities:

- Interact positively with people of all ages and temperaments
- Greet patrons and provide friendly and professional service
- Accurately performs essential circulation functions and procedures
- Assist patrons with automated return and check-out stations
- Register new patrons and maintains accurate patron records
- Process cash and credit card transactions accurately
- Maintain knowledge of circulation policies/procedures and can apply them appropriately
- Answer patron questions regarding patron accounts and general library information
- Organize and alphabetically file patron holds and materials to be shelved
- Maintain and increase skills and knowledge through continuing education
- Other duties as assigned

Qualifications:

- High School Diploma or GED required
- Minimum 2 years of customer service experience preferred
- Comfortable working on a computer and ability to learn Library's circulation software
- Must possess a positive attitude and work well in a team environment
- Effective multitasking abilities
- Ability to work independently and to complete assigned tasks accurately
- Ability to file materials alphabetically and numerically according to Dewey Decimal Classification

Working Conditions/Physical Requirements:

- Ability to stand, kneel and stoop for long periods of time
- Ability to lift and carry materials
- Ability to push and pull a loaded book cart in excess of 75 pounds
- Ability to read printed information on library materials
- Ability to effectively communicate with patrons and staff
- Ability to reach and complete repetitive movements
- Ability to balance on stool and reach materials
- Ability to deliver materials to patrons in parking lot during inclement weather

The Library reserves the right to modify this and every job description in whole or in part at any time.

The Park Ridge Public Library is an Equal Opportunity Employer and will make reasonable accommodations to disabled persons in performing his/her job responsibilities.