

**St. Joseph County Public Library  
Job Description**

**Position Title:** Customer Service Associate - Part Time  
**Level/Status:** 5/Non-Exempt  
**Beginning Pay:** \$11.26 - \$13.25, hourly  
**Pay Range:** \$11.26 - \$15.23, hourly  
**Agency:** Customer Service, Main Library  
**Location:** 304 S. Main St. South Bend, IN 46601

**Education and Experience:**

- High school diploma or equivalent required.
- Cash register experience.
- Previous work experience in a public library and/or retail preferred.

**Hours:**

- Part time, 20 hour work week
- Work up to two evenings and variable Saturdays and Sundays.
- Required to adapt to a flexible schedule as arranged by the Customer Services Manager to meet scheduling needs.

**Requirements:**

- Strong commitment to excellent and genuine customer service.
- Excellent communication skills.
- Experience working with computers, including Internet, Microsoft Office, Google Suite, and Windows and Mac OS.
- Follow instructions, be accurate and pay attention to details.
- Problem solve in a professional manner with Library patrons, co-workers, and supervisors.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.
- Willing to work at or transfer to other service areas or branches.
- Accept and manage change.
- Maintain patron and staff confidentiality.

**Ability to:**

- Form and maintain excellent working relationships with staff at all levels.
- Work with minimum supervision and reach and maintain a high level of productivity.
- Maintain composure and overcome stress in any situation.
- Learn the library's automated system, as well as self-service technology.
- Exercise initiative, be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Interpret and communicate Library services, philosophy, policies, and procedures to patrons in a courteous, friendly, and positive manner using one's best judgment.

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**Essential Job Duties:**

Provide assistance to patrons in finding materials, making recommendations, and answering patron account queries. Under the direct supervision of the Customer Service Manager, the Customer Service Associate will:

1. Provide hands-on customer service at the Customer Service stations at least 90% of the workweek.
2. Assist patrons in person or on the phone with account functions such as check-in and check-out, including homebound support; incomplete returns; renewing materials and placing holds; collecting fines; searching the patron database; and issuing library cards. Perform cash register operations and daily departmental procedures including opening, closing, and balancing cash drawer.
3. Provide accurate information and directional assistance to patron inquiries including locating items on the shelf; performing catalog inquiries, and offering materials recommendations to patrons as needed. Connect patrons to the appropriate staff member for reference or technical assistance.
4. Assist with the creation of displays and replenish them as needed.
5. Keep abreast of publishing and popular culture trends.
6. Perform other related duties as assigned.