



**Niles Public
Library District**

Job Description

Job Title: Switchboard Operator/Circulation Clerk
Department: Circulation Services
Reports To: Circulation Services Supervisor
Classification: Grade 6
Status: Non-exempt

JOB SUMMARY

Under the direction and supervision of the Circulation Services Supervisor, the Switchboard Operator/Circulation Clerk provides friendly service in a safe and welcoming environment. Responsible for answering the telephone in a manner that lets the caller know we will assist them in any way possible. The work includes checking material in and out, sorting material, renewing material, collecting fines and payment for lost or damaged material, providing patrons with accurate information about their accounts. Registers patrons for library cards and library programs.

DUTIES AND RESPONSIBILITIES

A. Essential Functions

1. Understands and practices the Mission of the Niles Public Library District (Library).
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Demonstrates a patron-centered attitude.
5. Achieves the level of computer and technological proficiency needed to perform job responsibilities.
6. Performs basic circulation tasks using the Library's integrated circulation software.
7. Able to count money and perform basic operations on a cash register.
8. Able to sort and shelve all materials in alpha or numeric order with accuracy.
9. Able to operate basic office equipment such as telephone, copier and fax machine.
10. Available to work a flexible schedule that includes evenings and weekends.
11. Attends staff meetings, conferences, and educational opportunities as appropriate to the position and within the budget.

B. Secondary Functions

1. Performs other duties as assigned by the Circulation Services Supervisor.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information in English, both verbally and in written form.
4. Ability to demonstrate basic computer skills using Microsoft Office products.
5. Ability to be flexible and adaptable to new situations.
6. Ability to troubleshoot.
7. Ability to represent the Library in a professional manner.

PHYSICAL DEMANDS

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling, and pushing activities. Manual dexterity, clear speech, hearing acuity, and correctable vision are also required.
2. Ability to occasionally lift up to 25 pounds. Ability to occasionally transport/move up to 100 pounds of library materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

EDUCATION, EXPERIENCE, AND TRAINING

1. High School diploma.
2. Experience using an automated phone system.
3. Customer Service experience.
4. Any combination of education, experience, or training that satisfies the requirements of the position.

ADDITIONAL REQUIREMENTS

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the Library or employee and such termination can be made with or without notice.