

## CUSTOMER SERVICES ASSISTANT I

### I. **Summary:**

Understands and follows the mission and values of NPL. Provides consistent, accurate, timely handling of materials to enable their circulation to both internal and external customers. Responsible for all aspects of paging list fulfillment. Contributes to general orderliness of library materials. Collaborates with other staff to resolve circulation related issues as needed and assists in creating a positive environment.

Under general direction:

1. Performs circulation and shelving activities for the Library, which may include checking in materials, filing holds, maintaining hold shelves, emptying book drops and processing newspapers, periodicals and new materials, generating hold lists, pulling materials and generating holds. Reconciles problem items by investigating their status and location.
2. Uses ILS to generate and fulfill hold requests; resolves errors and communicates with Technical Services or IT staff.
3. Performs tasks associated with opening and closing the department, including, but not limited to, checking voice mail; ensuring workstations are up and running; and subsequently closing down workstations and securing materials.
4. Sorts and routes material via transit runs to other Library locations.
5. Pulls expired/cancelled hold materials and re-checks these materials for additional processing.
6. Ensures the quality of the collection material by reviewing and routing damaged items following established procedures and updating item records as needed.
7. Monitors and maintains order in the public areas to ensure a welcoming environment for users.
8. Responds to user requests promptly and courteously, referring difficult or unusual requests to the appropriate Library staff, with diplomacy.
9. Assists in maintaining department statistics and reports, using electronic resources.
10. Uses personal computer, current software, and other common office equipment.
11. Performs other related duties and special projects as assigned.

**II. Responsibilities:**

Provides quality customer service and performs assigned departmental duties. Collaborates on programs/projects with all NPL staff, and assists in creating a positive environment for users and staff.

**III. Competencies:**

To perform the essential functions of this position successfully, an individual needs to demonstrate the following competencies:

1. Technical Skills – Uses multiple tools to answer questions, uses common office equipment & relevant computer software for daily tasks, communication and to maintain workflow. Keeps current in relevant technology.
2. Oral and Written Communication – Demonstrates strong verbal communication in responding to users and staff. Uses clear written communication to share important information with users and coworkers in a timely manner. Establishes rapport with users and staff.
3. Critical Thinking – Uses problem solving skills to assist in determining priorities, discrepancies in paging lists, finding timely solutions to departmental or system-wide issues and providing quality customer service.
4. Customer Service – Provides quality assistance to users and staff by seeking to understand user needs and providing relevant support. Maintains confidentiality and remains calm even in stressful conditions.
5. Collaboration – Successfully collaborates on projects and programs with staff members.
6. Accountability – Takes responsibility for consistent completion and follow-up on departmental jobs and providing excellent customer service.
7. Flexibility – Responsive to change and demonstrates adaptability; ability to work evenings and weekends or work at another facility, as needed.
8. Positive Approach – Maintains a positive approach while doing daily tasks and when faced with adversity. Encourages and recognizes the contribution of others.
9. Global Thinking – Looks for ways to provide quality support to promote Library services.

**UNIT II**  
**09569/0-00**  
**NON-EXEMPT**

**TOTAL POINTS: 180**  
**GRADE: 4**

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| <b><u>FACTORS</u></b>   | <b><u>DEGREE</u></b> | <b><u>POINTS</u></b> |
|---|----------------------|----------------------|
| <b>KNOWLEDGE</b><br>Knowledge of standard clerical office procedures. Equivalent to high school plus some additional specialized training.  | 2                    | 30                   |
| <b>EXPERIENCE</b><br>Minimum six months of relevant experience.   | 2                    | 40                   |
| <b>COMPLEXITY OF DUTIES</b><br>Routine duties. Follows standard practices while performing duties to facilitate movement of materials through the circulation services and maintain organization of shelved library materials   | 2                    | 30                   |
| <b>SUPERVISION RECEIVED</b><br>Under general supervision, proceed alone on regular duties, referring questionable cases to supervisor.  | 2                    | 10                   |
| <b>ERRORS</b><br>Probable errors may be serious, where most of the work is not subject to direct verification or check. Loss is usually a one time occurrence with limited lasting impact.  | 3                    | 20                   |
| <b>CONTACTS WITH OTHERS</b><br>Contacts with other employees and library users on routine matters, furnishing or obtaining factual data where ordinary courtesy and tact are required.  | 2                    | 10                   |
| <b>CONFIDENTIAL DATA</b><br>Work with confidential data such as users' records which, if disclosed, might have an adverse internal effect.  | 3                    | 15                   |
| <b>MENTAL ATTENTION, VISUAL DEMAND, AND MANUAL DEXTERITY</b><br>Must concentrate mental and visual attention closely on work to shelve and check materials in and out of the library, coordinating manual dexterity with mental and visual attention for sustained periods. Requires frequent standing, sitting, bending, and stretching; lifting up to 10# frequently and reaching overhead, possibly standing on a footstool; push/pull a book cart, utilizing a resistance force of up to 30 pounds. | 4                    | 20                   |
| <b>WORKING CONDITIONS</b><br>Typical library environment.   | 1                    | 5                    |