



JOB TITLE: Member Services Specialist
DEPARTMENT: Member Services
FLSA STATUS: Non-exempt
REPORTS TO: Member Services Manager
PAY GRADE: 4
SUPERVISES: None

JOB SUMMARY

Greet, welcome, assist (or refer) all members and guests. Complete library card registrations, check out items, collect fees and resolve matters related to library card accounts. Requires highly proficient customer service skills including excellence in verbal and written communication.

ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this job description. The employee is expected to possess the knowledge, skills and abilities needed to carry out these essential functions.

1. Provide excellent experiences for members and guests.
2. Maintain confidentiality of members and guests including personally identifiable information, borrowing history and use of the library.
3. Greet and welcome all who enter, directing to the appropriate department, area or staff member.
4. Monitor and manage the use of the library by members and guests in accordance with library policies and procedures.
5. Register new library members. Update and maintain accurate, complete member records in the library database, including online library card registrations.
6. Perform circulation activities including checking out and renewing items.
7. Resolve member account questions and concerns, including questions related to library card status, returned items and lost, overdue or damaged items.
8. Collect fees and apply payments to accounts. Balance the cash register and daily receipts.
9. Assist with and provide instruction with functions of online account access such as checking due dates, renewing items and placing, suspending or canceling holds.
10. Assist with and provide instruction for use of self-check machines, copy machine and scan/fax/email station.
11. Perform hold shelf maintenance.
12. Issue guest passes for computers and accept payments for computer print accounts.
13. Participate in the circulation functions of OCLC Interlibrary Loan, including processing incoming, outgoing and returned Interlibrary Loan items.
14. Provide information about the Museum Adventure Pass program and print passes for members.

15. Check out mobile devices, then inspect and check in when returned. Provide information and basic training for mobile device collection.
16. Conduct shelf checks for items.
17. Answer telephone calls, redirect and transfer to appropriate staff or department as required.
18. Monitor the Member Services email account and respond to messages.
19. Maintain a general knowledge of library departments, policies, programs, services and spaces in order to refer members to the appropriate resource.
20. Understand and use technology and equipment (software applications, computers, internet, email) to effectively and efficiently perform essential job functions.

OTHER RESPONSIBILITIES

1. Cooperate with coworkers across all departments.
2. Attend and participate in professional, library, community, department and committee meetings.
3. Identify damaged or worn items and route to designated staff for billing or repair.
4. Demonstrate functionality of the library catalog including basic searching techniques (keyword, author, title, sort and limit).
5. Monitor and organize departmental supplies and alert supervisor when supplies are low.
6. Monitor and organize forms and prepare additional copies when needed.
7. Sort carts of items to prepare for re-shelving. Shelve items in new and audiovisual collections.
8. Check in library material and route as directed.
9. Monitor returned mail and contact member to confirm accurate information.
10. Maintain the Read and Return Paperback Exchange collection.
11. Follow procedures for items missing from shelf.
12. Monitor vending machines and alert designated staff or department.
13. Process requests from local book discussion groups.
14. Participate in outreach efforts, including special events and delivery of items to homebound members.
15. Straighten and clean public services areas and equipment as assigned.
16. Troubleshoot minor equipment problems.
17. Assist with other duties and projects as assigned.

EDUCATION AND EXPERIENCE REQUIRED

1. One year successful experience working directly with the public in a customer service environment, library experience preferred.
2. High School Diploma or G.E.D., LTA certificate preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT

These physical demands are needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

At least 75% of the employee's regular duties involve the use of a computer (keyboard, mouse, barcode scanner). Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee works in an active environment and must be able to move throughout the library. While performing the duties of this job, the employee will sit, stand, walk, push, move, bend, squat, reach and stretch. The employee must be able to lift 25 pounds and transport or move up to 100 pounds of materials from one location to another using a wheeled cart.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment. This position requires an extensive amount of verbal communication. Speech and hearing abilities are essential.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the library, including outdoors.

GENERAL PERFORMANCE REQUIREMENTS

In order to perform these duties effectively and in a manner consistent with the Library's commitment to high quality public service, every employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities. Specific examples of behaviors for each competency are available upon request.

- **Teamwork**
Builds good working relationships with staff members across the Library. Shows respect for others and values their contributions. Cooperates with others and works as part of a team to make valuable contributions toward achieving Library goals.
- **Communication**
Communicates clearly, effectively and concisely in both written and verbal forms. Actively listens to others' ideas and perspectives. Communicates with tact and diplomacy, and remains sensitive to the diverse communication styles of others. Presents a positive demeanor through tone and phrasing of messages.
- **Customer Service/Interaction with Others**
Offers friendly, thorough and timely service to a diverse group of internal and external customers, including but not limited to library members, guests and fellow staff. Takes time to fully explore customers' needs and tailors a response for each situation. Shares information openly to increase others' knowledge and ultimately improve the customers' experience.

- **Job Knowledge & Application**
Applies knowledge to accomplish the primary responsibilities of the position and achieve results within established procedures, policies and timeframes. Maintains quality and performance standards in all situations, and accepts responsibility and accountability for all tasks performed. Utilizes resources (time, equipment, budget, etc.) to maximize efficiency and productivity.
- **Flexibility/Adaptability**
Modifies behaviors and work methods in response to new information, changing conditions or unexpected obstacles. Responds to and handles unexpected and/or difficult situations calmly and appropriately. Accepts, adapts to and encourages change as necessary.
- **Image/Integrity**
Ensures all interactions are conducted with genuine honesty, dignity, and openness. Demonstrates behaviors that reflect positively on the Library and uphold the Library values and image. Exhibits energy and enthusiasm for the job and the organization.
- **Problem Solving & Decision Making**
Recognizes and fully identifies problems. Gathers and analyzes data, evaluates a variety of options and determines the best course of action. When appropriate, obtains necessary approvals, implements and then ensures effectiveness of decisions.
- **Innovation**
Generates new ideas and solutions. Challenges the status quo. Actively pursues new or improved ways of accomplishing tasks or supporting Library objectives. Stays abreast of trends, remains open to new ideas and focuses on continuous improvement.
- **Planning and Organizing**
Understands needs, establishes priorities and appropriately utilizes resources (time, technology, budgets) to proactively develop work plans. Monitors and adjusts ongoing plans to implement projects correctly and ensures they are completed in an effective and efficient manner.
- **Self Development**
Pursues additional knowledge and skills to enhance personal growth and contribute to the success of the organization. Seeks opportunities for learning new areas and participates in new projects to keep skills current and broaden knowledge.