Fox River Valley Public Library District
Job Description

Job Title:	*Account Services Clerk*	**Grade:**	4
Department:	*Account Services*		
Primary Location:	*Dundee Library*		
Reports To:	*Account Services Manager*		

Education and Experience Required:	**Type of Position:**	**Hours:**
Some college required. LTA or coursework in progress preferred. 1 year experience in customer service position.	☐Full-time ☑ Part-time ☐ Intern ☐ Volunteer	☐ Exempt ☑ Nonexempt

General Description:

Under the administration of the Deputy Director and the supervision of the Account Services Manager, is responsible for front line customer service and maintenance of patron accounts.

Essential Functions of the job:

- *Delivers positive customer service experiences in locating library materials and navigating library services*
- *Assists patrons with check-out/return stations, locating holds and making electronic payments*
- *Issues library cards and orients new users to the district's services & policies*
- *Collects fines and fees*
- *Update patron accounts and assist patrons with managing their accounts*
- *Prepares materials in transit to other libraries and maintains transit bins in preparation for pick-up*
- *Processes Overdue Notices, checking shelves before mailing notices*
- *Checks materials for missing parts or damage*
- *Checks library email and responds to messages*
- *Answers telephone and checks for messages*
- *Faxes documents for patrons*
- *Registers patrons to vote, if deputized*
- *Complete opening and/or closing procedures daily including securing the day's receipts*
- *Assists individuals in using digital materials on their devices*
- *Exercises judgement in referring research questions to a Librarian*
- *Exercises judgment in consulting/referring questions to service desks, Managers, or Person in Charge*
- *Maintains the overall appearance of the department and public areas*
- *Organizes and shelves materials when needed*

- *Replenishes popular collection displays*
- *Prepares displays, bibliographies, and instructional material as assigned*
- *Prepares reports and statistics as assigned*
- *Promotes the library district by using good public relations practices*
- *Maintains an awareness of district programs and activities*
- *Attends meetings and workshops*
- *Performs other duties as assigned*

Knowledge and Skills:

- *Effective written and oral communication skills*
- *Pleasant and courteous manner in working with staff and the public*
- *Must be tactful and respect confidentiality*
- *Ability to exercise good judgment in making decisions and referrals*
- *Ability to show initiative and solve problems*
- *Ability to use a cash register and correctly make change*
- *Ability to follow directions, work independently and complete assignments*
- *Ability to use computer, keyboard & mouse, fax and telephone*
- *Ability to file alphabetically and numerically*
- *Understanding of overall library operation*

Supervisory Responsibilities: *No*

Competencies:

Emotional Intelligence - *Aware of own strengths and opportunities for growth; Self-motivated to pursue training and personal development; Manages own emotions in stressful situations.*

Ethics - *Treats others with respect; Maintains confidentiality and inspires the trust of others; Works ethically and with integrity; Follows administrative policies and procedures; Upholds organizational values.*

Communication - *Listens to understand and requests clarification when needed; Responds thoroughly and accurately to questions; Speaks and writes clearly and concisely; Reads and understands written information and instructions.*

Teamwork - *Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.*

Adaptability - *Readily adapts to changes in the work environment; Deals positively with changes, delays, or unexpected events.*

Technical Skills –*Strives to continuously build knowledge and skills; Shares expertise with others; Proficient in applicable CCS Core Competencies.*

Dependability - *Takes responsibility for own actions; Keeps commitments; Completes assigned tasks.*

Quality - *Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Uses time efficiently.*

Problem Solving - Recogniz*es problems and responds with solutions.*

Computer Skills: *Working knowledge of Microsoft Office Products, the internet, email and databases; Experience with integrated library system software*

Other Qualifications: *Valid Illinois driver's license or ability to obtain one within 60 days of hire.*
Must be willing to work evening and weekends.

Travel: *Some local travel and occasional regional travel may be required of the position*

Work Environment: *Noise level in the work environment is quiet to moderate*

Physical Demands:

- *Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations*
- *Must have visual ability to see computer screen, read call numbers and bar codes on books*
- *Must be able to manipulate computer keyboards, calculator, and cash register*
- *Must be able to lift and carry bags of books or boxes weighing up to 40 pounds*
- *Must be able to reach a height of greater than 60"*
- *Must be able to speak distinctly to large groups*
- *Must be able to drive a car and hold a valid driver's license*
- *Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials*
- *Must be able to push a cart of books weighing 100 pounds or more*
- *Must be able to bend to reach lower shelves*
- *Must be able to move or carry chairs, tables and other minor furniture*
- *Must be able to lift, move and rearrange shelves*
- *Must be able to sit or stand for extended periods during the work period*
- *Must be able to use a stool or ladder, stoop, kneel, crouch and crawl*
- *Must be able to work a varied schedule as library needs dictate, including days, evenings, and weekends*

Safety and Risk Management Responsibilities:

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions