



JOB DESCRIPTION

CITY OF MOLALLA

Department: Library

Job Title: Circulation Assistant I

FLSA Status: Non-Exempt
Department: Library
Union Representation: Unrepresented
Supervised by Assistant Director

Class Summary

Maintain a high ethical standard in accordance with accepted library policies while supplying professional customer service. Performs a wide variety of general library work in technical and/or public services to assist patrons with daily operational needs of the library. Works under the direction of the Library Director.

Duties and Responsibilities

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

- 1) Excellent customer service and communication skills, in person, on the phone, and through email.
- 2) Maintain a high ethical standard in accordance with accepted library policies.
- 3) Accurate check in and check out of materials.
- 4) Excellent attention to detail.
- 5) Fast and accurate when performing repetitive tasks.
- 6) Ability to keep confidential records.

- 7) Handle monetary transactions for fines, lost materials, copies, and donations accurately including using a card reader, writing receipts, recording transactions in patron records, and giving correct change.
- 8) Assist patrons with basic computer, copier, and self-check out questions.
- 9) Assist patrons in locating materials and information.
- 10) Place materials on hold for patrons.
- 11) Manipulate stacks of materials weighing up to 25 pounds.
- 12) Moving loaded book trucks weighing up to 150 pounds.
- 13) Ability to stand for long periods of time.
- 14) Reach and bend to retrieve material from upper and lower shelves.
- 15) Maneuver and recover book carts from outside drop boxes.
- 16) Establish and maintain effective working relationships with co-workers.
- 17) Grasp materials.
- 18) Work a varied schedule as needed.
- 19) Computer literate in searching, general computer knowledge, and email.
- 20) Use of a computer-based circulation system.
- 21) Sort and file alphabetically and numerically.
- 22) Follow oral and written instruction.
- 23) Process magazines and new/donated materials for circulation as assigned.

The above description covers the most significant duties performed but does not exclude other occasional work assignments not mentioned.

Qualifications

REQUIRED

- Customer service experience.
- Computer knowledge and expertise.
- Read and speak English fluently.
- Cash handling skills, including giving change, using the card reader, and recording transactions.
- Reach, bend, and lift up to 25 lbs.
- Maneuver carts up to 150 lbs in tight spaces.

PREFERRED

- Speak Spanish and/or Russian.
- Knowledge of basic library operations.
- Minimum of high school diploma or GED.

Skills and Knowledge Required

- Ability to reach, bend, and lift up to 25 lbs.
- Ability to sort materials accurately both alphabetically and numerically.
- Knowledge of basic computer skills.
- Cash handling skills.

- Ability to promote positive public relations, and provide good customer service.
- Effectively communicate and interact cooperatively with coworkers, supervisors, contractors, and the general public to complete projects.

Work Environment

Job functions are performed at the library during closed and open hours. Some duties involve going outside to retrieve books from the book drop in all weather conditions. Hours may include evening and weekend shifts.

Approved



Dan Huff, City Manager

1-18-18

Date