

## **CUSTOMER SERVICE CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** Under supervision, an incumbent in this class will provide customer service to members of the community seeking assistance within the City of Albany's libraries. This may include assisting customers with material selection, locating materials, answering questions and providing information. Work is primarily routine in nature and involves standard clerical tasks in support of the operation of the library. Work involves using technical office systems. Supervision is not a requirement of this position.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Checks out library materials to customers;
- Opens customer accounts by recording account information;
- Maintains customer records by updating account information;
- Sorts and shelves library materials;
- Enters and retrieves information in an automated information system;
- Prepares materials for addition to library collection and for shelving;
- Labels library materials in accordance with established procedures;
- Issues and mails overdue notices;
- Secures special books and other library materials as requested;
- Provides information to library users and assists them in the use of the automated library system and audio-visual equipment;
- Performs stack maintenance;
- Enforces behavior policy of customers courteously and firmly;
- May set-up audio-visual equipment;
- Performs related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of personal computers and office equipment;
- Ability to understand and follow simple oral and written instructions;
- Ability to perform simple arithmetic computations;
- Ability to work well with others;
- Ability to write legibly;
- Ability to assist other in the use of library facilities, including automated systems;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Possession of a high school or equivalency diploma and one (1) year of general customer experience.

**NOTE:** Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.