

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> LB013 Customer Service Associate
<b>POSITION #/TITLE:</b> ALL Customer Service Associate	<b>Adopted:</b> 07-97
	<b>Revised:</b> 11-11

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Cedar Rapids Public Library	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> LIB/Library Bargaining	<b>Salary Grade:</b> 18
<b>Reports To Position #/Job Code #/JC Title:</b> 1292/NB033/Collection Manager 0556/NB012/Children’s Services Manager 0560/NB012/Circulation Services Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Light	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> N/A
<b>Personal Protective Equipment:</b> None	

<b>General Job Description</b>
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Provides active customer service and customer education, promotes library materials to customers, displays library materials, assists with collection management, and helps plan and present library programs.

<b>Distinguishing Features of the Class</b>
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Exercises some independent judgment and initiative with the support and guidance of the department manager.

<b>Examples of Essential Work (Illustrative Only)</b>
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- Welcomes customers to the library;
- Discusses and offers meaningful recommendations for books, movies and music;
- Assists customers of the Library and explains the promotions, programs, and services available at the library;
- Helps customers over the phone as well as in person;
- Helps customers find the items they want and assists with the self-checkout services;
- Registers customers for library cards, helps with fees, helps request books through the catalog or Interlibrary Loan, explains basic library operations, and assists with photocopiers and other equipment;
- Offers knowledgeable assistance for customers on library computers;
- Monitors the Power Wall and other displays, ensuring they are stocked and neat;
- Assists with the Automated Materials Handling system, and pulls traps and removes holds to get materials into the hands of customers as quickly as possible;
- Processes incoming and outgoing materials deliveries;
- Finds reasonable solutions to customer account problems;
- Communicates Library programs with community groups or book talks;
- Completes special projects, such as displays, copy cataloging or magazine subscriptions as requested;
- Assists with special projects or programs, including shelving as needed;
- Performs cash management; makes change, utilizes the Library’s point of sale software, and reconciles cash balances;

Keeps the library safe by addressing problem patron behavior on the spot, or reporting it up the chain if necessary;  
Makes decisions and takes actions that demonstrate an understanding of Library values;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Knowledge of library services and values;  
Ability to engage well with customers and demonstrate genuine concern that their needs are being met;  
Ability to make reasonable judgment calls to benefit the customer;  
Skill in the operation of various types of library equipment such as computers, microform machines, and photocopiers;  
Skill in research techniques;  
Ability to work under general supervision and exercise discretion in accomplishing work tasks within departmental guidelines;  
Ability to work cooperatively and maintain effective work relationship to accomplish job responsibilities;  
Ability to lift and carry equipment and books;  
Ability to communicate both verbally and in writing;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with a Bachelor's Degree; or  
Two-years experience in library related work; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

None

### **Essential Physical Abilities**

Requires the following, with or without reasonable accommodation:  
Clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to operate equipment and tools;  
Sufficient manual dexterity, which permits the employee to operate equipment;  
Sufficient personal mobility, which permits the employee to complete various activities.

<b>Position Description Approval</b>
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Director must approve new or revised position descriptions. Other department approvals are optional (i.e., supervisor, manager). Entering name signifies approval.

Name: <i>(Person completing form)</i>	Tamara Glise
Title:	Assistant Library Director
Date Approved:	11-11

Name and Title:	
Date Approved:	

**If Bargaining:**

Name and Title:	Heath E. Halverson, Classification & Labor Relations Program Manager
Date Approved:	11-11