

Job Announcement
Rochester Hills Public Library Circulation Assistant

Position: Provisional Circulation Assistant

Department: Circulation

Reports to: Circulation Manager

Wage: \$13.75 - \$15.48/hr

Dates: Deadline for applications: Until filled
Decision anticipated: ASAP
Starting date: ASAP

A provisional circulation assistant performs duties related to materials circulation and resolves patron account questions.

Primary Job Duties:

- Work patiently, empathetically, and respectfully with the public
- Check in, check out, and renew library materials
- Place holds on materials to resolve problems
- Issue library cards by verifying new and renewing existing accounts
- Address customer complaints and problems patiently
- Explain and collect overdue fines and fees for lost/damaged items
- Collect checks and cash and manage cash register
- Maintain records of items missing, lost, claim returned, or in repair
- Handle inter-library loan circulation issues
- Answer telephone and routes calls
- Follow established circulation policies, guidelines and procedures
- Maintain and run office machines as pertains to duties
- Perform opening and closing procedures
- Prepare for emergencies and helps maintain a safe work environment
- Perform other duties as required

Qualifications:

- High school diploma or equivalent
- The desire to meet the public and serve patrons of all ages and abilities



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- Positive attitude toward accommodating library users living with disabilities
- Inspired to provide exceptional customer service
- Excellent communication skills, written and verbal, including telephone skills
- Ability to communicate effectively with coworkers in a fast-paced environment
- Dependable and flexible work habits
- Demonstrated ability and/or experience working with Windows-based computers, in several software applications
- Ability to use Google suite of productivity tools
- Ability to work independently and assume responsibility

Requirements of the role:

- Physical:
 - Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; picking up litter; spreading ice melt
 - Standing or sitting for periods of time
 - Writing or typing to complete work-related documents
- Mental:
 - Is accurate
 - Able to maintain confidentiality of library records and administrative matters
 - Good time management: is prompt, flexible, works under short time constraints, and meets deadlines
 - Able to interact and work effectively with customers, supervisors, co workers and volunteers
 - Able to retain concentration and poise despite numerous interruptions
- Environmental:
 - Normal interior environment
- Travel:
 - <5% (attendance at local library workshops)

Application: Please fill out an employment application at <http://www.rhpl.org/jobs> and attach a cover letter and resume. If you have questions about the position, please direct them to:

Brittany Christofel | Circulation Manager
248-650-7162 | brittany.christofel@rhpl.org



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