

PARK RIDGE PUBLIC LIBRARY  
JOB DESCRIPTION

Job Title: Associate

Department: Patron Services

Reporting Relationship:

Reports to Patron Services Manager

Position Summary:

Patron Services Associate provides excellent customer service to patrons and assists in the circulation of Library materials.

Essential Job Duties and Responsibilities:

- Interact positively with people of all ages and temperaments
- Greet patrons and provide friendly and professional service
- Accurately performs essential circulation functions and procedures
- Assist patrons with automated return and check-out stations
- Register new patrons and maintains accurate patron records
- Process cash and credit card transactions accurately
- Maintain knowledge of circulation policies/procedures and can apply them appropriately
- Answer patron questions regarding patron accounts and general library information
- Ability to be flexible in scheduling based on the needs of the department/team
- Organize and alphabetically file patron holds and materials to be shelved
- Maintain and increase skills and knowledge through continuing education
- Other duties as assigned

Qualifications:

- High School Diploma or GED required
- Minimum 2 years of customer service experience preferred
- Comfortable working on a computer and ability to learn Library's circulation software
- Must possess a positive attitude and work well in a team environment
- Effective multitasking abilities
- Ability to work independently and to complete assigned tasks accurately
- Ability to file materials alphabetically and numerically according to Dewey Decimal Classification

Working Conditions/Physical Requirements:

- Ability to stand, kneel and stoop for long periods of time
- Ability to lift and carry materials
- Ability to push and pull a loaded book cart in excess of 75 pounds
- Ability to read printed information on library materials
- Ability to effectively communicate with patrons and staff
- Ability to reach and complete repetitive movements
- Ability to balance on stool and reach materials
- Ability to deliver materials to patrons in parking lot during inclement weather

*The Library reserves the right to modify this and every job description in whole or in part at any time.*

*The Park Ridge Public Library is an Equal Opportunity Employer and will make reasonable accommodations to disabled persons in performing his/her job responsibilities.*