



Clifton Springs Library
4 Railroad Avenue
Clifton Springs, New York 14432
315-462-7371
www.cliftonspringslibrary.com

Customer Service Specialist

Scope

The Customer Service Specialist works under the supervision of the Director, creates a welcoming environment for all library users, and provides an exceptional experience for all who visit the library.

Examples of Duties

- Create a welcoming environment through engaging library users and answering library related questions
- Sign new customers up for library cards and update records of existing users
- Troubleshoot technology issues related to library services
- Implement library procedures and policies to ensure a comfortable and fair library experience for all
- Adapt and respond to different types of library users
- Assist customers at the service desk by checking materials in and out, answering phones, and accepting payment for fines/fees
- Advertise library programs and services
- Assist with library program implementation
- Open and close the library as needed
- Perform other customer related tasks as assigned

Knowledge, Skills, and Abilities

- Expert knowledge of the available materials and services available at the library
- Strong verbal and written communication skills
- Comfortable using and answering questions about basic computer skills (i.e. Microsoft office, social media sites, email, etc.)
- Ability to establish and maintain effective working relationships
- Willingness to deliver an exceptional experience to all library customers

Physical Demands

- Ability to sit or stand for duration of desk time
- Manual dexterity to manipulate library materials

- Ability to work regularly with computer screens
- Ability to reach above shoulder height and below the waist
- Ability to do repetitive tasks with speed and accuracy
- Ability to carry, push, pull, or lift up to 50 pounds

Qualifications

Applicants for the Customer Service Specialist position must be at least 18 years of age, possess a high school diploma or equivalent, and have a strong desire to work in a customer service-oriented field.

Hours

This position is for Tuesday and Thursday evenings, 4:00 – 8:00pm, and 2 Saturdays a month, 9:30am – 1:00pm.

Wages and Benefits

This is a part-time position with a rate of \$10.50 per hour. Employees are eligible for Sick Time after a 90-day probation period. Employees are eligible for Vacation Time after one year of successful employment.

To Apply

Interested applicants should submit a cover letter, resume, and 3 references to Suzanne Macaulay, Director, at smacaulay@pls-net.org. The deadline to apply is August 10, 2018. Anticipated start in early September.

About the Clifton Springs Library

The Clifton Springs Library serves the Village of Clifton Springs as well as parts of the Town of Manchester and the Phelps-Clifton Springs Central School District. Our 5000 square foot facility incorporates a late nineteenth century passenger train station. We house more than 16,500 print materials and 3,450 audio visual items. There are 5 public-access computers and free Wifi available throughout the building. In 2017 the library welcomed over 30,000 visitors, circulated more than 41,000 items, and hosted 912 programs for all ages.