



Redford Township District Library
invites applications for the position of
Substitute Customer Service Specialist
(Library Experience Mandatory)

The Redford Township District Library (Redford, MI) believes in connecting our customers with the books they love, information they need and the world they live in. With over a quarter-million check-outs annually, RTDL is currently welcoming applications for a part-time Customer Service Specialist. We are looking for someone to join our team who can help us serve the community through great customer service at the most visited desk in the library.

Here is what you will need to be:

- A team player
- Proficient in working with computers
- Energetic with a passion for providing excellent customer service

If you are interested, please read the job description attached and **send your resume and application to:**

Lisa Bachman, Circulation Supervisor
Redford Township District Library
25320 W. Six Mile Rd
Redford, MI 48240

Email: lbachman@redfordlibrary.org

Fax: 313-531-1721

Link to Application: http://redfordlibrary.org/images/pdf_Home/rtdl_employment_application.pdf

Job Title: Substitute Customer Service Specialist (Library Experience Mandatory)

Status: Non-exempt

Starting Wage: \$10.10

Hours: Substitute

Supervisor: Circulation Supervisor

Closing Date: None

Job Summary

The primary responsibility of this position is to assist the public with checking out of items, paying fines and obtaining a library card.

Examples of Work

- Staff desk to greet and help patrons with circulation needs.
- Register patrons for library cards and re-new cards.
- Collect fines and operate a cash register and a credit card machine.
- Answers phone, take messages and route calls.
- Checkout, discharge, and re-new library materials.
- Prepare materials on carts for shelving.
- Assist in opening and closing procedures.
- Perform off-desk clerical duties.
- Carry out goals that align with RTDL's strategic plan.
- Create a positive customer experience.
- Participates in RTDL staff functions and training.
- Other duties as assigned.

Minimum Training and Experience

- High school diploma or equivalent
- Basic computer skills, including Windows environment
- Ability to count money and give accurate change
- Preferred: public library experience, familiarity with circulation process and SirsiDynix Symphony

Other Requirements:

This position requires:

- The ability to analyze and resolve problems, organize tasks, set priorities, achieve goals, maintain records, and facilitate positive relationships with staff and patrons.
- The ability to communicate effectively verbally and in writing with a diverse population, both within and outside of the library.
- The ability to sit or stand for extended periods of time in the performance of the duties associated with this position. Lifting objects weighing up to 50 pounds without assistance is also required. The ability to access, input, and retrieve information from a computer is essential to this position.

This is not intended to be a contract or an all-inclusive list of duties. Employees may be required to perform other duties necessary to meet the on-going needs of the Redford Township District Library.

