



Redford Township District Library invites applications for the position of **Customer Service Specialist**

At Redford Township District Library (Redford, MI) we believe in inspiring ideas, enriching lives, and creating community. 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's what you'll need to be:

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

This is a 15 – 20 hour-per-week position with evening and weekend hours.

May be required to work other times as needed.

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

<https://www.rtdl.org/about/employment/>

Job Title: Customer Service Specialist**Status: Non-Exempt****Starting Wage: \$12.00 / hour****Hours: 15 – 20 per week, evenings and weekends****Supervisor: Circulation Supervisor****Job Summary**

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

Examples of Work

- Staff desk to help patrons with circulation needs.
- Answer phone, take messages and route calls.
- Prepare materials 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 TLC Carl X ILS.

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.
- Ability to be outdoors in increments of 5 – 10 minutes throughout the day to assist patrons for curbside service and retrieve library materials in all possible weather conditions.
- 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.