

JOB POSTING FOR: Clerk (half-time) – Customer Services



Essential Job Functions

- Checks out and receives materials and collects fines and fees at the public service desk.
- Provides exemplary service to library customers.
- Manages interactions with customers with tact and diplomacy.
- Creates and maintains customer records and accounts.
- Proficiently uses a variety of library technology and operating systems.
- Accurately handles money transactions.
- Provides training and direction to library aides.
- Additional duties as assigned.

Education and Experience

Graduation from high school. Library experience and customer service experience are desired.

Knowledge, Skills, and Abilities

- Skill in using current library technology and operating systems.
- Ability to provide outstanding customer service, both in person and on the telephone.
- Ability to interpret and apply library policies and procedures.
- Ability to correctly spell, use proper grammar and make simple mathematical calculations.
- Ability to conduct regular cash register accounting functions.
- Ability to accurately type 30 wpm using a keyboard.
- Ability to use Microsoft products to create word documents and spreadsheets.
- Ability to work in a fast-paced public service environment as the member of a team.
- Ability to meet assigned project deadlines.

Essential Physical Abilities

- Sufficient clarity of speech and hearing to be able to communicate effectively.
- Sufficient vision to be able to produce and read library materials.
- Sufficient manual dexterity to write legibly, operate a keyboard and access relevant library materials.
- Sufficient mobility to be able to transport materials and equipment.
- Ability to stoop, reach, and push well enough to perform circulation and delivery procedures, and to retrieve materials from the shelves.

Job Description

This is a half-time position of 20 hours per week. Under the direction of a supervisor, checks out and receives materials and collects fines and fees at the public service desk. Demonstrates proficiency in using a variety of library technology and operating systems, provides excellent service, and performs related work as required. This position requires regular evening and weekend hours.

Application Information

Salary: \$15,386

Send resume and letter of application to:
Linda L. Roe, Deputy Director

Des Moines Public Library
1000 Grand Avenue
Des Moines, IA 50309

Email: llroe@dmpl.org
Fax: (515) 237-1654

Candidates must call 283-4152 ext. 4 to schedule screening and keyboarding tests at the Central Library by 1:00 p.m. on Thursday, April 25, 2019.

Applications must be received by 5:00 PM on Thursday, April 25, 2019.