

POSITION ANNOUNCEMENT

CUSTOMER SERVICE CLERK – FULL TIME BRUNSWICK LIBRARY

Medina County District Library is a mid-sized library system renowned for its great customer service, books and e-media, technology, and innovative events for all ages. We believe in giving back to the communities we service and being THE place to gather and learn and have fun.

REQUIRED KNOWLEDGE AND ABILITIES TO PERFORM THE FOLLOWING:

The Brunswick Customer Service Department is looking for a vibrant, congenial individual to provide great customer service to members at the customer service desk in an energetic and quick-paced environment. Must perform clerical duties related to a wide range of customer services. Operate computer for circulation of materials, assist library members with use of check out stations, register members for library cards, collect fines and fees, prepare and make bank deposits, problem resolution for member accounts, process passport applications, process holds; answer telephone, serve as receptionist and welcome members to library; file and perform other clerical duties as assigned.

QUALIFICATIONS:

Candidates must possess a high school degree or equivalent and be a U.S. citizen; one year experience working with the public; keyboarding skills; ability to learn computerized circulation system, perform simple calculations, use language effectively, be friendly in dealing with others, and ability to work as a team member. Must be detail-oriented, comfortably navigate changes and handle many tasks at once. Customer service experience a plus.

WAGE:	\$11.07 per hour Grade 2
BENEFITS:	Vacation, sick leave, holidays and group health benefits available; Public Employees Retirement System
HOURS:	37 ½ hours per week; must be able to work a flexible schedule that includes some evenings, Saturdays and occasional Sundays; work may involve schedule changes
OTHER:	Union position
SUBMIT COVER LETTER, RESUME AND APPLICATION TO:	Application available at www.mcdl.info/employment Email to: human.resources@mcdl.info Human Resources Office Medina County District Library 210 S. Broadway Street Medina, OH 44256 FAX: (330) 722-2855
DEADLINE FOR APPLICATION:	Friday, March 16, 2018

