

## POSITION ANNOUNCEMENT

### CUSTOMER SERVICE CLERK – FULL TIME BRUNSWICK LIBRARY

#### **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.

<b>WAGE:</b>	\$11.07 per hour Grade 2
<b>BENEFITS:</b>	Vacation, sick leave, holidays and group health benefits available; Public Employees Retirement System
<b>HOURS:</b>	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
<b>OTHER:</b>	Union position
<b>SUBMIT COVER LETTER, RESUME AND APPLICATION TO:</b>	Application available online at <a href="http://www.mccl.info">www.mccl.info</a> Email to: <a href="mailto:human.resources@mccl.info">human.resources@mccl.info</a> Human Resources Office Medina County District Library 210 S. Broadway Street Medina, OH 44256 FAX: (330) 722-2855
<b>DEADLINE FOR APPLICATION:</b>	<b>Friday, July 14, 2017</b>