

Job Description

Human Resource Use Only	
Position Number:	
Step/Grade	H
Effective Date:	

POSITION IDENTIFICATION

Position Title:	Circulation Associate
Department:	Library
Status:	Full-time; nonexempt
Workweek:	Varies around open hours

SUPERVISORY RELATIONSHIPS

Reports to:	Circulation Manager
Directly Supervises:	No supervisory responsibilities

POSITION PURPOSE

The Circulation Associate provides outstanding customer service to patrons and helps maintain the smooth and orderly operation of library collections and services in the Circulation Department.

ESSENTIAL DUTIES

- Assist with the overall department operations
 - Assist with updating or creating departmental documentation and procedures
 - Provide training to staff on the integrated library system (ILS) circulation procedures
 - Oversee reports related to materials on patron accounts for ILS database management
 - Double check new library card accounts for accuracy
 - Oversee direction of workflow and priorities of Assistants and Shelves as necessary
- Perform general circulation and customer service functions
 - Greet customers in friendly and professional manner
 - Check in and out library materials accurately and efficiently
 - Maintain flow of material and performs basic troubleshooting utilizing the automated materials handler
 - Prepare and process delivery of materials to/from library system locations
 - Process holds, which includes placing holds, receiving holds, and making holds available for pickup
 - Use the Library catalog or circulation system to search for items
 - Receive and process payments
 - Register users, process new library card applications accurately, and activate new cards
 - Answer basic customer questions and refer advanced customer questions to appropriate personnel
 - Promote library programs, resources, and services to customers
 - Assist customers in finding specific items on shelves
- Enforce the library's policies and procedures and works to support safety and security of the building and grounds

OTHER DUTIES

- Perform other duties as assigned

MINIMUM POSITION QUALIFICATIONS

Education	A bachelor's degree; or any equivalent combination of training, education, and experience which provides the required knowledge, skills and abilities, as determined by the City.
Experience:	Two to five years of job-related experience in a position requiring excellent customer service skills, data management skills, and the use of advanced technology in a fast-paced, work-intensive environment.
Certifications/Licenses:	None
Other Requirements:	Familiarity with integrated library systems, online databases, print, non-print, and electronic resources.

KNOWLEDGE, SKILLS, & ABILITIES

- Strong verbal and written communication skills
- Ability to represent the library in a responsible, professional, and trustworthy manner
- Ability to adapt to changes in the work environment
- Ability to maintain a calm demeanor under stressful or unsettling circumstances
- Ability to follow detailed verbal and written instructions
- Ability to work independently with minimal supervision
- Ability to work efficiently while paying close attention to detail
- Ability to multitask and prioritize
- Ability to assess users' needs and provide assistance
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public
- Ability to meet the flexible scheduling needs of the library
- General mathematics skills
- Advanced technology skills, including keyboarding, word processing, and email
- Ability to make presentations to varying sized groups of people with a wide range of knowledge and abilities
- Demonstrated ability to plan, coordinate and expedite work projects
- Ability to demonstrate accountability, integrity, and maintain a high level of confidentiality
- Detailed knowledge specific to current trends, tools, issues, software, and skills being implemented in specific area of focus

BACKGROUND CHECKS

- Condition of Employment

PHYSICAL DEMANDS

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Manual Dexterity:	Work requires the ability to circulate actively and continuously through the library space. This position requires alertness, ability to observe public behavior, and quick response to emergency situations.
Physical Effort:	The employee is regularly required to exert light to medium physical effort in light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must regularly lift and/or move up to 50

	pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required include close vision, distant vision and ability to adjust focus.
Working Conditions:	The noise level in the work environment is moderately quiet. Work is normally indoors with controlled climate conditions. Work will require mobility during special events and programs. Employees may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions for purposes of accomplishing the essential functions of the job. Potential travel to meetings outside of the library.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.