



POSITION DESCRIPTION

DIY Customer Service Specialist

Full-time; \$30,004 – \$52,611/annually

(2) Part-time; \$16.16 – \$25.18/ hourly

RESPONSIBILITY

- Positions Howard County Library System (HCLS) as a major component of public education for all ages
- Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers), motivating others to do so as well
- Fully embraces HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

ESSENTIAL FUNCTIONS

- Perform duties related to the Elkridge DIY Education Center
- Registers customer information into database and issues borrower cards
- Checks materials in and out and learns safe tool handling methods for retrieval and re-shelving of HCLS DIY collection
- Inspects, returns and follows procedure for handling mis-matched and damaged DIY items.
- Resolves customer issues, and reconciles records as required
- Provides service to the public by answering customers' borrowing and directional inquiries in person and by telephone
- Collects, handles, and tabulates money
- Sorts and returns materials to designated locations within the system
- Participates in DIY collection maintenance and shelf reading as assigned
- Participates in opening and assists with closing of building as assigned
- Responsible for assigned projects within Customer Service Department
- Includes duties related to events that fall outside HCLS operating hours
- Attends staff meetings and training sessions

- Performs other duties and special projects, as assigned
- Maintains regular and predictable attendance
- Adheres to all policies and procedures

EDUCATION, EXPERIENCE AND SKILLS

- High School diploma or equivalency certificate
- People skills—ability to work effectively with others and enjoy it
- Exemplifies extraordinary customer service skills.
- Ability to clearly communicate safe procedures to customers to ensure safe use of borrowed HCLS items
- Familiarity with a variety of tools, craft and art materials.
- Demonstrated passion for working with a diverse public
- Ability to read, write, speak, and understand English effectively
- Ability to understand and retain detailed instructions
- Accurate keyboard skills
- Tech savvy – ability to use programs/processes such as the Internet, office applications, as well as other library related programs
- Ability to use a cash register
- Current valid driver's license

PHYSICAL STANDARDS

- Job allows for variance in work routine, requiring considerable amounts of standing, walking, bending, reaching, pushing, pulling, and sitting
- Strenuous activity required, such as carrying bags or boxes of books (weighing up to 50 lbs.) or arranging rooms for events and classes
- Some driving required

ADDITIONAL DETAILS

- Grade 3; positions located at the Elkridge
- Works under the supervision of the Customer Service Supervisor
- Schedule as follows:

- Full-time; 37.5 hours per week; Monday – Saturday, including two nights per week, alternating Fridays and Saturdays, and a maximum of two Sundays out of four
- Evenings and weekends may be required for HCLS signature events

INTERESTED?

- To apply, please send a cover letter and complete an application, available at bit.ly/HCLS_JobApp
- Completed applications must be *received* by **Friday, February 23, 2018**
- Please send your completed application via email to jobs@hclibrary.org or via U.S. mail to:

HCLS Administrative Branch
9411 Frederick Road
Ellicott City, MD 21042

Howard County Library system takes pride in providing equal employment opportunities.