



**DETROIT PUBLIC LIBRARY
HUMAN RESOURCES
ANNOUNCEMENT OF VACANCY**

POSITION: Customer Service Representative I
AGENCY: Various Locations (Ongoing)
SALARY: \$ 13.73 per hour – Part Time 20 Hours Per Week

For a complete description of Detroit Public Library, log on to www.detroitpubliclibrary.org.

APPLICATION INSTRUCTIONS – EXTERNAL APPLICANTS

- *Submit completed resume with cover letter to halnajar@detroitpubliclibrary.org*

This posting is ongoing.

The Detroit Public Library provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

See below for job specification for essential functions and qualifications.



LIBRARY – CUSTOMER SERVICE REPRESENTATIVE I

Job Family: **Public Services Group** FLSA Status: **Non-Exempt**
Revised Date: **September 2025** Bargaining Unit: **AFSCME 1231**

GENERAL PURPOSE: Under manager's supervision, performs routine library customer service functions and tasks within the Detroit Public Library (DPL) including greeting customers, assisting with routine circulation activities, entering and retrieving data from automated systems, and assisting library users.

SUPERVISION RECEIVED/EXERCISED: Works under the close supervision of assigned Library – supervisor; and does not exercise supervisory responsibility.

DISTINGUISHING CHARACTERISTICS: This is first in a series of three in the Customer Service Representative job series.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification.*

PRIMARY DUTIES AND RESPONSIBILITIES:

- Sorting and shelving books.
- Receives and processes new materials such as books, DVDs, video games, audiobooks, magazines, and newspapers; repairs DVD cases; maintains damaged or missing library materials; conducts interlibrary loan searches and retrieves all loan request forms from Library departments; makes minor repairs to worn and damaged books; discards library materials and assists with preparations for book sales.
- Operates office equipment including copiers, laminating machines, printers, and faxes; laminates forms and books; may assist in scheduling computer classes; and provides general information, department locations and current library events information.
- Provides support to the assigned Library supervisor on matters as directed.
- Performs other duties as assigned or required.

Depending on area of assignment:

- Greets customers, answers and routes phone calls to appropriate locations.
- Assists in processing and cataloging books, magazines, newspapers, audio and video materials; and maintains computer usage tallies in the DPL computer system.
- May process, sort, and deliver incoming and outgoing mail and cleans and sanitizes computers.

- Assists with special programs; contact references and schedules to customers wanting to attend the program; compiles program packets.

MINIMUM QUALIFICATIONS:

Education and Experience:

Community College Student, High School Diploma/GED, High School Student (must be 14 years or older and have a permit to work) and six months clerical experience that involves customer service; preferably using automated computer tracking and software systems.

Required Licenses or Certifications:

- None.

Required Knowledge and Skill;

- Interacting with a diverse background.
- Ability to learn library rules, policies, and procedures.
- Provide customer service and assistance.
- Clerical office skills and keeping accurate records.
- Making basic mathematical calculations quickly and accurately.
- Good time management skills.
- Ability to learn the Dewey Decimal System.
- Establishing and maintaining effective working relationships with Library staff and the general public.

Physical Demands / Work Environment:

- Work is performed in a standard library environment.
- Subject to sitting, standing, walking, stair climbing, bending, reaching, and lifting of objects up to 25 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- Must be able to work a flexible schedule including Saturdays and Sundays.