



Salem-South Lyon District Library

9800 Pontiac Trail, South Lyon, MI 48178

Ph. 248-437-6431

Fax. 248-437-6593

Web. www.ssdli.info

The Salem-South Lyon District Library is currently seeking multiple part-time customer service specialists. The position requires the ability to work hard, have fun, and provide amazing service.

JOB TITLE: Substitute Customer Service Specialist, Part-time (hours to be determined)

JOB CLASSIFICATION: Part-Time; No Benefits

SALARY RANGE: Starting at \$9.48/hour

HOURS: As needed—including days, nights, and weekends. Strong emphasis recruiting those available to work Sunday beginning January 3rd, 2016.

TYPICAL DUTIES:

Customer Service Specialists are under the general supervision of the Library Circulation Liaisons and are responsible for providing professional library service at the circulation desk. This includes:

- Directs library visitors and callers to appropriate service areas
- Carries out procedures for checking materials in and out accurately
- Handles customers' reserved materials
- Issues library cards and maintains customer records
- Handles monetary transactions for fees, fines, donations, etc.
- Participates in library projects
- Shares responsibility for maintaining the facility's appearance and preparedness for business
- Answers customer questions regarding library circulation procedures and policies
- Attends monthly all staff meetings
- Attends at least one Library Board meeting per year
- Performs proper opening and closing procedures
- Self-motivated and takes initiative to use time effectively
- Performs other related duties as assigned

QUALIFICATIONS:

- High School diploma or equivalent
- Excellent public service attitude, communication skills, friendly, energetic, and adaptable
- Ability to interact with staff and customers with tact, courtesy and good judgment
- Ability to use computers and on-line technologies
- Physical ability and stamina to perform typical duties, which may include bending, reaching, and standing for extended periods of time
- Ability to assume responsibility and work without direct supervision

The qualifications listed above are guidelines. Other combinations of education and experience, which would provide the necessary knowledge, skills and abilities to perform the job, should be considered.



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TO APPLY:

Email [application](#), cover letter and resume to:

Doreen Hannon, Library Director

Salem-South Lyon District Library

dhannon@ssldl.info

Applications will be accepted until positions are filled.

THE SALEM-SOUTH LYON DISTRICT LIBRARY IS AN "AT WILL," EQUAL OPPORTUNITY EMPLOYER.