

## **Job Announcement**

### **Rochester Hills Public Library Circulation Assistant**

**Position:** Hourly Circulation Assistant (up to 20 hours per week)

**Department:** Circulation

**Reports to:** Circulation Manager

**Wage:** \$15.56 / hour

**Dates:** Deadline for applications: **Saturday February 28 at 6pm**

Decision anticipated: Saturday March 7

Starting date: ASAP

An hourly (provisional) circulation assistant performs duties related to materials circulation and resolves patron account questions.

**Primary Job Duties:**

- Work patiently, empathetically, and respectfully with the public
- Check in, check out, and renew library materials
- Place holds on materials to resolve problems
- Issue library cards by verifying new and renewing existing accounts
- Address customer complaints and problems patiently
- Explain and collect overdue fines and fees for lost/damaged items
- Collect checks and cash and manage cash register
- Maintain records of items missing, lost, claim returned, or in repair
- Handle inter-library loan circulation issues
- Answer telephone and routes calls
- Follow established circulation policies, guidelines and procedures
- Maintain and run office machines as pertains to duties
- Perform opening and closing procedures
- Prepare for emergencies and helps maintain a safe work environment
- Perform other duties as required

**Qualifications:**

- High school diploma or equivalent
- The desire to meet the public and serve patrons of all ages and abilities



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- Positive attitude toward accommodating library users living with disabilities
- Inspired to provide exceptional customer service
- Excellent communication skills, written and verbal, including telephone skills
- Ability to communicate effectively with coworkers in a fast-paced environment
- Dependable and flexible work habits
- Demonstrated ability and/or experience working with Windows-based computers, in several software applications
- Ability to use Google suite of productivity tools
- Ability to work independently and assume responsibility

**Requirements of the role:**

- Physical:
  - Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; picking up litter; spreading ice melt
  - Standing or sitting for periods of time
  - Writing or typing to complete work-related documents
- Mental:
  - Is accurate
  - Able to maintain confidentiality of library records and administrative matters
  - Good time management: is prompt, flexible, works under short time constraints, and meets deadlines
  - Able to interact and work effectively with customers, supervisors, co workers and volunteers
  - Able to retain concentration and poise despite numerous interruptions
- Environmental:
  - Normal interior environment
- Travel:
  - <5% (attendance at local library workshops)

**Application:** Please fill out an employment application at <http://www.rhpl.org/jobs> and attach a cover letter and resume. If you have questions about the position, please direct them to:

Brittany Christofel | Circulation Manager  
248-650-7162 | [brittany.christofel@rhpl.org](mailto:brittany.christofel@rhpl.org)



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