EMPLOYMENT ANNOUNCEMENT

Wasatch County Library seeks part-time Customer Service Representative. Grade B Salary: $18.09-$19.49. This position works up to 19 hours per week. This position under the general supervision of the Library Director, or Assistant Library Director, provides direct day-to-day library services to the public. Position requires equivalent to a High School Diploma. One (1) year library experience or one (1) year experience providing direct customer service in public or private institutions. Preferred bilingual Spanish/English language skills. Complete job description and Wasatch County Employment Applications are available from the Wasatch County Personnel Office 55 S 500 E, Heber City, Utah or www.wasatchcounty.gov/employment. Completed applications with copy of resume must be submitted to the Personnel Office at the above address or online to personnel@wasatch.utah.gov by 5:00 PM Friday, February 7, 2025 Wasatch County is an EOE.

WASATCH COUNTY JOB DESCRIPTION

TITLE: Customer Service Representative
GRADE NUMBER: Grade B $18.09-$19.49
EFFECTIVE DATE: June, 2021 Revised 01-2025
DEPARTMENT: Library

JOB SUMMARY
This position within Wasatch County Library provides direct day-to-day library services to the public, including circulation duties, shelving in correct order, directing patrons to information sources, processing and preparing books for the shelves.

STEP AND GRADE CHARACTERISTICS
This is an entry level classification level.

SUPERVISION RECEIVED
Works under the general supervision of the Library Director, or Assistant Library Director.

SUPERVISION EXERCISED
None.

ESSENTIAL FUNCTIONS

Library Services: Provides high quality customer service through timely and accurate information to the public; portrays a friendly and professional public image assisting patrons and staff in all areas of the library; may assist the public with reference-level transactions; may teach patrons how to use the library's information technology, including hardware, software, digital resources, online catalog, and the internet; assists patrons by troubleshooting computer problems;

takes the lead with circulation duties, for example checking materials in and out, issuing library cards, maintaining confidential patron records, assessing fees and fines.

Staffing Supervision: None.

Outreach & Public Relations: May assist promoting library collections and services through internal and external communications including the use of brochures, signs, newsletters, social media, library website, fliers, newspaper articles, and radio; assists in identifying and pursuing public relations opportunities to promote goodwill and educate the community regarding library services; assists in identifying library needs of target audiences in the community; helps develop and implement outreach services.

Collection Development: Empty book drop; assist with filing & sorting; search for lost books and materials; shelves library materials in proper sequence alphabetically and numerically; assists in selecting and weeding one or more library collections and helps with inventory projects; assists solving shelving issues; assists maintaining the organization and appearance of library collections.

Technical Services: Assist in processing and preparing books for the shelves.

Professional Development: Attends conferences, workshops, webinars, and courses related to latest trends in library services, operations, practices and procedures.

Special Projects: Provides general assistance to staff with special activities and library events.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

A. Graduation from High School or GED equivalent;
                                            AND
B. One (1) year library experience or one (1) year experience providing direct customer service in public or private institutions;
                                            OR
C. An equivalent combination of education and experience.

2. **Required Knowledge, Skills, and Abilities:**

Awareness of theories, principles and objectives of library and information services; library issues such as censorship and intellectual freedom; current trends and developments in library services; library classifications systems including DDC and BISAC.

Skill in interpersonal communications and creative problem solving; conducting effective reference interviews to assist patrons.

Preferred skill in Bilingual Spanish/English speaking and translation for staff and library patrons.

Ability to establish and maintain effective working relationships with employees, and the public; flexibility with regard to frequently changing conditions and problems; communicate effectively, verbally and in writing; operate personal computers and various software applications for word processing, spreadsheets, presentation, and integrated library systems; use communication tools in a digital and virtual environment.

3. **Special Qualifications:**

    - Must possess a valid Utah Driver's License.
    - Must complete a twelve (12) month probationary period.
    - Must successful complete a pre-employment drug screening and background check.

4. **Work Environment:**

Incumbent of the position performs in a typical office setting with appropriate climate controls. Occasional offsite events require work performed for sustained periods outdoors in hot, cold, or inclement weather. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting and reaching. Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 30 pounds. Use tools and equipment requiring a high degree of dexterity. Work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

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Disclaimer: This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills. This job description supersedes earlier versions.