

JOB DESCRIPTION - CITY OF ALTOONA

JOB TITLE: LIBRARY CLERK II **EFFECTIVE DATE:**
DEPARTMENT: LIBRARY
EXEMPTION STATUS: Non-Exempt
PAY RANGE:

REPORTING RELATIONSHIPS

Reports to: Library Director

GENERAL SUMMARY

Under general supervision of the Library Director and Assistant Director, performs a variety of routine and complex clerical, customer service and collection maintenance tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs circulation functions, including checking in and out, filling patron requests, creating patron accounts. 65%
- Performs one or more tasks in material selection and maintenance, processing overdues, processing Interlibrary Loans or other non-clerical tasks as assigned. 5%
- Answer questions regarding the library’s services and basic reference questions. 10%
- Answer questions regarding library technology and perform basic troubleshooting. 10%
- Resolves patron account issues, including handling money and making change. 10%
- May perform other duties as assigned

MINIMUM QUALIFICATIONS – EDUCATION AND EXPERIENCE

Education: High School Diploma or equivalent, some college credit preferred.	Experience: 1-3 years Experience in a similar position, including clerical skills, customer service experience, and performing in a high visibility position. Other:
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MINIMUM QUALIFICATIONS - KNOWLEDGE, SKILLS, AND ABILITIES

(Check all that apply)

Knowledge of:

- Computers and electronic data processing
- Personal computers and various software programs
- Modern office practices and procedures
- Budgeting concepts

- General accounting practices
- Sound environmental maintenance management practices
- Knowledge of the methods, materials and tools used in collection maintenance such as best practices for selection and maintenance.
- Laws, regulations, and ordinances governing area of assignment
- Other: _____
- Other: _____

Skills include:

- Basic typing skills (30 – 40 wpm)
- Advanced typing skills (50 – 60 wpm)
- Basic word processing skills
- Advanced word processing skills
- Skill in operation of tools and equipment such as office equipment.
- Leadership skills
- Supervisory skills
- Mediate disputes between subordinates
- Problem solving skills
- Public Speaking skills
- Excellent Communication Skills
- Other:
- Other:

Ability to

- Analyze and interpret data.
- Make independent judgments
- Communicate effectively
- Plan and oversee
- Analyze information
- Prepare reports
- Work under pressure with interruptions and challenging deadlines
- Establish and maintain effective working relationships
- Use courtesy, discretion, and sound judgment with the public
- Ability to effectively meet and communicate with the public.
- Ability to interact courteously but effectively with the public
- Deal effectively with the customers
- Obtain necessary certifications
- Physical ability to perform essential job functions
- Comprehend and apply technical information.
- Other:
- Other:

LICENSING/CERTIFICATION AND OTHER REQUIREMENTS (Check all that apply)

- Valid driver’s license required
- Ability to obtain a Commercial Drivers License within (6) six months of employment
- Valid Iowa motor vehicle CDL Operator’s License

- Valid Iowa Water License, Grade Level I
- Valid Iowa Water License, Grade Level II or above
- Valid Iowa Waste Water License, Grade Level I or above
- Valid Grade I Operator License
- Other:
- Other:
- Other:

WORKING CONDITIONS (Check all that apply)

- Normal office environment.
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to pounds.
- Frequently lifts, carries or otherwise moves and positions objects weighing up to 25 pounds
- Typically bends, stoops and crouches on a regular basis to perform circulation duties.
- Constantly moves about to coordinate work.
- Regularly sets up, adjusts, assembles, contrasts, tests, and operates _____
- Other:
- Other: _____
- Other: _____

DISCLAIMER

The above statements are intended to describe the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this job.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

REVIEW AND APPROVAL: Indicates review by incumbent and approval by supervisor.

Employee: _____

Date: _____

Employee's Signature: _____

Date: _____

Supervisor: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Pay Matrix Assignment: 10-1