

# HOME SERVICES CLERK

<b>Responsible to:</b>	Home Services Supervisor
<b>Classification:</b>	Clerk I
<b>Qualifications:</b>	High School Diploma or equivalent No previous experience necessary Dependable work habits Knowledge of computers and applicable technologies Ability to retain and follow Home Service Department policies and procedures Must have a valid driver's license and meet criteria for insurability under the library's policy Ability to work with staff and public Ability to work days, evenings and weekends as required
<b>Primary Function</b>	Serves as the primary contact point for Amish and homebound patrons using the library, thereby ensuring a positive customer experience by determining customer needs and analyzing and solving problems.
<b>Responsibilities</b>	<ol style="list-style-type: none"><li>1. Assists in selecting and packing library materials for home service routes</li><li>2. Circulates library materials – examines materials properly during check-in and check-out</li><li>3. Delivers library materials to home service patrons</li><li>4. Responsible for maintaining clean appearance of vehicles and office work area. Reports to Home Services Supervisor any damage or safety issues.</li><li>5. Oversees circulation of library materials to Amish schools, inspects books and washes crates yearly.</li><li>6. Assists in technical processing of home service materials to extend and preserve the life of the collection.</li><li>7. Works the circulation desk regularly and knows its appropriate policies and procedures</li><li>8. Demonstrates knowledge of library policies and procedures</li><li>9. Supports Behavior Policy (library code of conduct)</li><li>10. Performs other duties as required</li></ol>
<b>Physical Demands</b>	Work requires physical effort in the repetitive handling of materials or boxes and tools or equipment of up to 30 pounds in non-strenuous work positions and/or continual standing or walking.