



Job Description

Position Title: Public Service Clerk

Classification: Clerk II (On call)

Exempt/Non-exempt: Non-exempt

Salary Range: \$16.03 to \$18.05

Benefits: Holiday and Sick Leave

General Statement of Duties

Provides services directly to patrons of all ages at the public service desks, bookmobile, library programs and via other communication methods.

Supervision Received

Works under the general supervision of the Assistant Director. Daily assignments and supervision may be provided by the Library Director or other senior staff.

Supervision Exercised

Supervision of other employees is not a normal function of this position. However, this position may oversee the work of volunteers. They may also be assigned to be the Person-in-Charge of the building, in the absence of the Library Director, Assistant Director, and other senior staff.

Required Education, Experience and Qualifications

- High school diploma or equivalent.
- Two years experience working in customer service, preferably in a library.
- Any equivalent combination of education and experience satisfying the above.

Desired/Preferred Education, Experience and Qualifications

- Fluency in Spanish highly preferred

Knowledge, Skills and Abilities

- Knowledge of library organization systems, including Dewey Decimal Classification.
- Ability to use or learn to use integrated library system software.
- Familiarity with the Internet and basic office applications, especially word processors.
- Knowledge of established web-based databases and techniques of searching and accessing those resources.
- Strong customer service and communication skills.
- Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
- Ability to communicate effectively vocally to the public and staff.
- Ability to communicate effectively with diverse audiences.

502 State Street
Hood River · OR 97031

541 386 2535

www.hoodriverlibrary.org

- Ability to handle and resolve disruptive behavior effectively.
- Ability to respond to a wide variety of practical problems and unpredictable circumstances, especially while on the public service desks.
- Ability to speak and write English fluently. Ability also to speak and write Spanish is preferred.
- Ability to read, write, and interpret routine documents such as reports, correspondence, policies, and procedures.
- Ability to perform basic mathematical functions.
- Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to perform essential job functions with or without accommodation.

Essential Physical Abilities and Working Conditions

- The Clerk II is a part-time position, up to 19.5 hours per week. Saturdays and some evening hours are required.
- Stands or walks 50% of the time, 75% of the time when assigned to the public service desks.
- Frequently required to walk, sit, talk, or hear. Occasionally required to climb, balance, stoop, kneel, crouch, or crawl.
- Moves back and forth between all areas of the library.
- Retrieves and replaces library materials from 2 inches from the floor to 7 feet from the floor.
- Regularly lifts and/or pushes or pulls up to 10 pounds, frequently lifts and/or pushes or pulls up to 25 pounds, and occasionally lifts and/or pushes or pulls up to 50 pounds.
- May be asked to work at any library branch, bookmobile or program within the district.
- Works at computers screens and monitors regularly while carrying out essential job functions.
- Normal office exposure to noise, stress, and disruptions.

Tools and equipment used

Personal computer, including the Internet, general office applications, and integrated library system software; book carts; copy machines; telephones; book bins, magazine storage racks; microfilm readers; general office tools; calculators; media players; tablets; smart phones; e-readers; televisions; other tools and equipment necessary to perform the essential and peripheral duties of the position.

Appointees will be subject to completion of a standard three month trial period.

The essential physical abilities described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this

job description at any time without notice.

This is an accurate description of the essential functions of my position.

Employee: _____ Date: _____

Direct Supervisor/Manager: _____ Date: _____

Effective Date: September 20, 2011

Last revised: December 29, 2023