



## Job Description

**Position Title:** Public Service Clerk

**Classification:** Clerk II

**Hours Per Week:** 19.5 hours

**Exempt/Non-exempt:** Non-exempt

**Salary Range:** \$16.59 to \$18.69

### **General statement of duties**

Serves patrons of all ages through multiple service points including public service desks, bookmobile, library programs, and various communication channels. The Public Service Clerk advances the library's mission by providing welcoming, inclusive services that support patron growth, promote literacy and learning, and foster a lifelong appreciation for libraries.

### **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.

### **Essential duties and responsibilities**

- Provides friendly, professional patron assistance, offering information about library services, policies, and procedures
- Resolves patron concerns and complaints effectively to ensure positive experiences
- Performs accurate circulation duties, including checking materials in and out
- Manages patron records, including new registrations and updates
- Processes payments for fees according to library policies
- Maintains organization of library materials through proper shelving and arrangement
- Offers basic technology support, including computer and printer assistance
- Guides patrons in using the online catalog and electronic resources
- Handles library card applications and maintains accurate records
- Manages phone and email communications, including answering calls, routing, and message-taking
- Ensures public areas remain clean, tidy, and welcoming
- Demonstrates flexibility by taking on additional tasks as needed to support library operations

### **Required minimum qualifications**

- High school diploma or equivalent.

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[www.hoodriverlibrary.org](http://www.hoodriverlibrary.org)

- Two years experience working in customer service.

### **Desired experience, education, and skills**

- Associate's degree from an accredited institution or equivalent.
- Experience with organizations serving underserved populations.
- Experience working at school or public libraries.

### **Knowledge, skills and abilities**

- Knowledge of alpha-numeric systems for arranging library materials and basic automated bibliographic identification.
- Proficiency in using integrated library systems, web-based databases, and basic office applications.
- Understanding of intellectual freedom principles in public libraries
- Strong customer service and communication skills, with ability to work with diverse audiences.
- Excellent verbal and written communication skills in English, with the ability to effectively engage diverse audiences. Spanish language proficiency is preferred.
- Ability to work collaboratively in a team environment, maintaining positive relationships with colleagues and community partners. Demonstrate willingness to support coworkers, contribute ideas, and adapt flexibly to various situations.
- Excellent organizational abilities and attention to detail.
- Ability to work independently, set priorities, and respond to unpredictable circumstances.
- Capability to handle disruptive behavior calmly and effectively.
- Ability to respond and adapt quickly to diverse challenges and unpredictable situations, particularly when staffing public service desks or conducting community outreach.
- Basic mathematical and budgetary skills.
- Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Ability to read, write, and interpret routine documents.
- 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 and 90% of the time when delivering presentations or programming.
- 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 within the district.
- Works at computers screens and monitors regularly while carrying out essential job functions.

- Normal office exposure to noise, stress, and disruptions.
- Newly hired and promoted employees are subject to the completion of a standard 90-day introductory period.

**Tools and equipment used**

Computer, including the Internet, social media, general office applications, design software, presentation applications, and integrated library system; LCD projectors; printers; scanners; e-readers; media players; tablets; smart phones; book bins; book carts; copy machine; telephone; book bins, general office tools; calculators; other tools and equipment necessary to perform the essential and peripheral duties of the position.

<b>Signatures</b>		
This document has been reviewed between the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.		
Employee Name	Signature	Date
Supervisor Name	Signature	Date

Effective Date: September 20, 2011

Last revised: October 1, 2024