

POSITION: REGISTRATION SERVICES DEPARTMENT
Registration Assistant

JOB DESCRIPTION

SUPERVISOR:

Under the direct supervision of Head of Registration Services.

RANGE: LS-4

HOURS/SCHEDULE: General Part Time (under 20 hours) or full time (37.5 Hours).
Schedule varies. Includes day hours Monday through Friday and may include scheduled evening hours and participation in a weekend schedule. May include participation in Friday evening rotation. Schedule may change if need arises.

PURPOSE:

The Registration Desk Assistant performs general reception duties including fielding in-person and telephone informational and directional questions from patrons. Handles program and meeting room sign ups. Receives and distributes packages and miscellaneous items. Prepares orders, unpacks and distributes library supplies. Includes a variety of supportive clerical duties. Extensive contact with the public and other departments. The position requires accessing, inputting and retrieving information from computer; effectively using a telephone system; effectively receiving and providing information about Library; ability to use a cash register; exercising judgment in non-routine situations; requires ability to perform light to medium work; ability to perform several jobs simultaneously.

Essential Duties:

Public Desk 50% - 90%
Clerical support 5%- 20%
Special responsibilities 5% - 30%

DUTIES & RESPONSIBILITIES: (In alphabetical order)

Public Desk

Answers patron informational and directional questions.

Applies values based customer service

Assists patrons at public desk with basic circulation functions as needed

Assists patrons with use of the equipment in the public service area

Executes basic electronic informational searches using on-line and in-house database sources

Handles library program, study and meeting room sign ups

Registers patrons for Library cards

Responsible for issuing and maintaining supply of Friends, volunteer, and staff security access cards

Responsible for opening, closing and public announcements when assigned

Responsible for routing incoming calls and taking messages

Screen and direct visitors

Clerical Support

Assists with various clerical duties for other departments when assigned

Contacts patrons for in-house program calls as assigned

Maintains accurate and up-to-date patron database

Maintains department files as assigned

Maintains department office supplies as assigned including library cards and in-house printed material

Maintains lost and found and materials pick-up-file

Maintains sign-out clipboard of non-public desk staff who are in the building evenings and weekends

Maintains sign-out keys or equipment for meeting, conference rooms and display cases

Prepares supply orders; unpacks and distributes supplies

Processes postage for outgoing library mail, maintains postage machine, and adds postage funds to automated postage machine

Processes work from other departments when assigned

Responsible for reading, and taking appropriate follow-up action on email sent to registration@mppl.org

Voter Registrar

Special duties and/or responsibilities as assigned

Accompanies staff on school visits

Assists in the training of new staff

Maintains supply of printed material (e.g. library program flyers and newsletter, maps, bus schedules, etc.) for public distribution

Maintains weekly Registration Desk staff schedule

Provides Department orientations

Responsible for display case lottery

Trains new employees on desk phone and voice mail

Updates public bulletin board

Other

Attends department staff meetings

Attends meetings, workshops and seminars

Participates in special projects when assigned

Prepares reports and compiles statistics as assigned

Responsible for delivery of "jump bag" to in-charge staff upon evacuation of building

Serves on committees as assigned

Other duties as assigned

ABILITY, KNOWLEDGE AND SKILLS: (In alphabetical order)

Ability to alphabetize correctly and to understand numerical arrangements utilizing the decimal point

Ability to carry books weighing 5 - 10 lbs.
Ability to communicate skillfully, accurately and pleasantly with patrons in person and on the telephone
Ability to communicate with callers skillfully and appropriately
Ability to effectively use email
Ability to efficiently organize work
Ability to exercise judgment in non-routine situations
Ability to perform data entry
Ability to perform light to medium work
Ability to perform several tasks simultaneously
Ability to sit for varied lengths of time
Ability to stoop, reach, lift, kneel, crouch, stand and grasp
Ability to use telephone system effectively
Ability to utilize cash register
Ability to work as a member of a team
Ability to work independently
Knowledge of general office work
Knowledge of Library policies and procedures
Knowledge of materials/services available at the Library as well as activities and current programs
Knowledge of physical organization of the building & functions of the various Departments within the library
Knowledge of staff names and positions
Knowledge/skill in the use of Horizon
Knowledge/skill in use of the Integrated Library System
Knowledge/skill with Microsoft Office applications
Knowledge/skill with word processing and basic spreadsheets
General office skills

EDUCATION AND TRAINING:

High School diploma. Computer proficiency skills required. Phone and general office work experience required.