

Community Resource Clerk Job Description (Part-Time/Hourly Position)

Rec Leader III \$21.77 - \$26.46

Typical Duties:

- Assists in implementing the day-to-day operations at the Library | Parks and Recreation Center.
- Helps oversee use of the facility, ensuring appropriate security is maintained, policies and procedures are followed; appropriate equipment and materials are available, and building is operating efficiently.
- Registers participants in programs and assists patrons with Library or Parks and Recreation account inquiries.
- Performs typical service desk duties including but not limited to patron registration and account management, checking in/out materials, utilization of self-check equipment, assisting patrons with fines and fees payments and placing reserves, answering patron questions and requests.
- Maintain the posting of current promotional materials, such as flyers, brochures, guides, and other printed materials.
- Assists in coordinating the scheduling of classes, activities, meetings, events, and rentals in the facility.
- Assists patrons in using and locating library materials and equipment; explains library services, rules, and procedures.
- Works cooperatively with staff, parents, children, and other public and private sector employees and volunteers; coordinates with appropriate agencies to ensure that necessary services are provided to clients.
- Provides customer service in person, by telephone, and electronically.
- Performs general housekeeping duties related to the organization of materials and equipment in the common areas of the facility.
- Prepares for programs, including set up and take down; organization of required supplies.
- May be responsible for opening and/or closing the facility according to established procedures.
- Performs related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Practices of room set up and tear down of rooms and equipment.
- Room and event scheduling.
- Scheduling techniques for facility use.
- Federal and state regulations as they relate to the specific program.
- Safe lifting practices.
- Basic elements of good English usage.
- Techniques for dealing effectively with the public including children, community groups, and city staff, in person and over the telephone.
- Use and operation of personal computers and standard office equipment.

Ability to:

- Display outstanding customer service skills.
- Establish and maintain cooperative working relationships with those contacted in the course of the work.
- Work independently and be able to resolve conflicts or emergencies.
- Interpret and accurately apply rules and regulations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Operate a personal computer and its associated programs.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.

- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Use English effectively to communicate in person, over the phone and in writing.
- Understand and carry out verbal and written directions.
- Effectively perform a variety of library and standard office clerical work with speed and accuracy.
- May need to work irregular hours, including nights and weekends.
- Work in a safe manner, following City safety practices and procedures.

Skill in:

- Using a personal computer and associated applications.
- Ability to speak a language other than English is highly desirable.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: One year of paid or unpaid work experience involving customer service.

Training: Equivalent to graduation from high school.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or the ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.
- Possession of, or the ability to obtain, a current First-Aid and CPR certificate within the first 12 months from date of hire.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills: Ability to sit, stand, walk, run, kneel, crouch, stoop, squat, twist, climb; lift and carry 50 pounds; use standard office equipment, including a computer; vision to read printed materials; and hearing and speech to communicate in person and over the telephone.

Work Environment: Work in an indoor and outdoor environment; exposure to noise and confining workspaces.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a neat and clean appearance. Some positions must be able to work flexible hours, including evenings and weekends.