

FULTON COUNTY, GEORGIA

CLASS SPECIFICATION

CLASS TITLE: **Library Assistant, Senior**

CLASS CODE:	EEO CODE:	SALARY RANGE:	FLSA STATUS:	PHYSICAL PROFILE:	TEST CATEGORY:
202352	F	A13	Non-Exempt	#2	B

JOB SUMMARY: Incumbent in this class performs defined duties related to addressing patron concerns. Responsibilities include providing customer service to patrons, negotiating customer accounts and fine/fee transactions, and producing fine reports.

DISTINGUISHING CHARACTERISTICS: This is the second level within a two-level library assistant classification series. Library Assistant, Senior is distinguished from Library Assistant in that the former addresses patron issues and negotiates accounts and fines with patrons, whereas the latter provides assistance and customer service to patrons but does not negotiate accounts and fines.

ESSENTIAL DUTIES: (This list is a representative sample: position assignments may vary.)

- Enters data into computer to create records.
- Monitors the circulation desk and cash register, coordinates the checkout of books and materials, and produces late fee reports.
- Responds to customer inquiries.
- Assists with displays and bulletin boards.
- Addresses and resolves patron behavior and concerns.
- Negotiates patron accounts and fine/fee issues.
- Schedules and provides training to assigned library staff as required.
- Checks out material to users and receives returned material.
- Processes and prepares books for distribution by stamping, repairing, mending, inventorying, and cataloging books.
- Assists with tracking work orders.

KNOWLEDGE: (position requirements at entry):

Knowledge of:

- Dewey Decimal System;
- Library circulation practices and procedures;
- Rules, regulations, policies, and procedures governing library operations;
- Principles and practices of customer service;
- Correct grammar, spelling, and English usage;
- Personal computers and Microsoft Office software;
- Office practices and procedures.

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SKILLS: (position requirements at entry):

Skills in:

- Organizing and prioritizing work;
- Using and maintaining library equipment, including calculator, fax, and copier;
- Processing the receipt and exchange of monies;
- Interpreting library rules, policies, and procedures;
- Resolving problems;
- Providing effective customer service;
- Reading, writing, and speaking different languages is desirable;
- Operating personal computers, including word processing and other related software;
- Establishing and maintaining effective working relationships with other County personnel, officials, and the general public;
- Communication and interpersonal techniques as applied to interaction with coworkers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

EXPERIENCE AND TRAINING: (position requirements at entry):

Completion of course work equivalent to the academic requirements of a High School diploma or G.E.D. equivalent; and one (1) year library, retail with customer service experience, or related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS: (position requirements at entry):

- Valid State of Georgia Driver's License (*as required by position assignment*).

PHYSICAL REQUIREMENTS:

Positions in this class typically require standing, walking, fingering, grasping, talking, hearing, and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Physical Profile:

This is a Category #2 Physical Profile class and position. All applicants for initial entry by outside hiring into a permanent Fulton County position in this category shall be required to conform to **Part II** of the physical standards and criteria as approved and established by Personnel Board resolution dated November 1, 1988.

Classification History: Draft revised by Fulton County Personnel 4/14/04.