

## **Circulation Services Assistant (Internal County Candidates Only May Apply)**

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\$24,930 / year or higher DOQ + [Full time County benefits](#)

Williamsburg Regional Library seeks customer-focused, detail oriented individual to support the activities of the Circulation Services Division. Varied schedule includes mornings, afternoons, evenings, and/or weekends. Job alternates between James City County Library and Williamsburg Library.

### ***Internal County Candidates Only May Apply***

#### **Responsibilities**

- **Customer Service Responsibilities:** Provides public service at the circulation desk performing all related tasks; answers account and directional questions; refers questions to appropriate person or division; operates cash register; transfers funds from register to safe; and, reconciles daily receipts.
- **Technology-Related Responsibilities:** Uses integrated library system to lend out library materials; processes user records; determines material status; locates resources within the system and arranges for transfer of materials; places items on reserve; registers new users; learns new computer procedures for upgrades and software releases in a timely manner; runs computer reports as required.
- **Communication Skills Needed:** Verifies and sends overdue notices; receives and records overdue fines; sends related correspondence as needed; processes lost/damaged library materials to technical services; resolves user records and problem files; processes user refunds.
- **Administrative and Operational Responsibilities:** Assists with opening and closing the library; checks in, sorts and shelves library materials as needed; may schedule and supervise circulation services volunteers.
- **Other Duties as Assigned:** May participate in library-wide committees, projects or attend staff development programs, workshops or conferences

#### **Requirements**

- Any combination of education and experience equivalent to a Bachelor's degree; some library or bookstore experience; cash handling experience preferred.
- Must possess or be able to obtain within 30 days of hire a valid Virginia Driver's License and have an acceptable driving record based on James City County's criteria.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; personal computer operations.
- Skill in excellent written and verbal communication; and use of computer software, especially Microsoft Office Suite.

- Ability to establish and maintain effective working relationships with coworkers and the public.
- Type and file accurately; independently organize work, set priorities, use time effectively and meet deadlines; follow through on details; maintain records in a standard, orderly, and systematic fashion;
- Work well under pressure.
- Compare names and numbers quickly.
- Prefer working knowledge of the Dewey Decimal System. Sort, shelve materials in numerical and alphabetical order according to shelving standards outlined.

[Click here](#) for full job description. Accepting applications until 11:59 pm EST on 01/14/2022. Cover letters and resumes may also be attached, but a fully completed application is required in order for your application to be considered.