



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Circulation Desk Worker</i>	EEOC Job Classification	Administrative Support Workers
		FLSA Classification	Non-exempt
Department:	Seminary Library	W/C Classification	8810 – Clerical
Reports To:	Circulation Supervisor	Compensation	\$16.78/hour

SUMMARY

The Library Circulation Desk Worker is responsible for serving as a primary point of contact at the TMS library circulation desk. As the main first point of interaction with the student body, the workers are trained to assist them to familiarize themselves with and utilize the library resources in the achievement of a successful academic experience. The library workers are responsible to model to the student an example of humble servanthood and thoughtful customer service, which will require a good blend of people skills along with attention to detail. Besides the customer service, the job will include a variety of tasks related to the maintenance of library resources.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide Customer/patron service support. Patron Services including checking books in and out using the ExLibris Alma program, process fines and accept payments, register new patrons and issue library ID cards, instruct patrons in the use of different library databases and library equipment, and answer questions posed by patron.
- Mediate student/patron questions, concerns or disputes according to appropriate library policy.
- Manage items that are used in the library either through the circulation process or items that have been browsed for research. Shelve and re-shelve all library resource materials.
- Process new items for circulation.
- Manage books that need repair or recommend worn items for replacement.
- Complete special projects as assigned by either the circulation supervisors or Director of Library Services.
- Process payments made for book purchases, fines, lost items, ID cards.
- Open and close the library with appropriate protocols.
- Care for the general appearance, organization, and cleanliness of the public service areas of the library.
- Performs other related duties as assigned

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Ability to analyze and solve problems.
- Ability to make administrative and procedural decisions and judgments.
- Attention to detail with strong organization skills.
- Ability to maintain calendars and create schedules.

- Excellent oral and written command of the English language is required.
- Ability to compose, proofread and edit correspondence.
- Exercise confidentiality, good judgment and discernment.
- Service oriented and able to interface with many people is mandatory.
- Multitasked in an environment with many distractions is a must.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience required.
- General library experience preferred.
- Customer service experience preferred.
- Proficient in Microsoft Office Suite; Word, Excel, Outlook

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 40 pounds.
- There are no travel requirements for this job.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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