Position Title	**Customer Service Technician**	
Position Statement	All NCW staff embrace these core competencies as an organization and as individuals who positively represent the library and its mission in the community.	
	• Ethical Practice • Professionalism • Building Respectful Relationships • Valuing Diversity & Promoting Inclusiveness • Library Advocacy & Intellectual Freedom	• User Focus • Effective Communication & Collaboration • Foundational Knowledge • Adaptability • Continuous Learning
Position Summary	Performs intermediate skilled human support work providing assistance with library programming and outreach activities, assisting library patrons, issuing library cards, checking materials in and out, and related work as apparent or assigned. Work is performed under the moderate supervision of the Branch Supervisor.	
Essential Functions	• Provides prompt, courteous support to internal and external customers. • Pull, sorts, and processes circulation materials and supplies, assesses materials for weeding, performs data entry for a variety of transactions into the appropriate system. • Processes returned circulation materials, requests, and fills orders; receives payments, and answers reference questions. • Provides guidance with technological issues. • Resolves patron complaints or challenges. • Requests and distributes library promotional displays/materials via print and electronic media.	• Develops and promotes library programming for all ages. • Organizes, arranges, and shelves materials as needed. • Assists in library opening and closing procedures. • Manages difficult patron situations in a calm, professional manner. • Promotes teamwork, collaboration, and inclusion. • Stays abreast of library policy and procedure. • Possesses knowledge and the ability to promote library advocacy and intellectual freedom.
Knowledge, Skills & Abilities	• General knowledge of office procedures, equipment and record keeping. • General knowledge of library policies and procedures. • General knowledge of and interest in books and reader interest levels. • General knowledge of library circulation functions. • Strong written and oral communication skills.	• Ability to establish and maintain effective working relationships with associates, patrons, and the general public. • Ability to exercise initiative and independent judgement and to work independently or as part of a team. • Ability to interact with a diverse population and establish and maintain effective working relationships with associates and the public.
Education & Experience	Associates/Technical degree and moderate experience working in a library and with the public providing library services, or equivalent combination of education and experience.	
Special Requirements	Flexibility to work evenings and weekends. Fluency in English and Spanish required.	
Physical Requirements	While performing the duties of this job, the employee is frequently required to stand; walk, sit; use hands to finger, handle or feel; reach with hands and arms; reach overhead, stoop, kneel, crouch, or crawl and talk or hear. Required to push, pull, load and unload carts, bins, and boxes, pull books from shelves, put books back on shelves, occasionally required to climb or balance on a stool. Frequently lift and move up to 20 pounds, occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate.	
Wage & Benefits	• $19.49 Hourly (Salary Classification G) • Non-Exempt • Full-Time	• Medical, dental, vision, life • Sick and vacation leave • Retirement through State of Washington