



Redford Township District Library invites applications for the position of **Customer Service Specialist**

The Role

The primary responsibility of this position is to assist the public with checking out materials, processing payments, and issuing library cards.

Key Responsibilities

- Provide customer service at the circulation desk.
- Answer and route phone calls, take messages as needed.
- Prepare returned materials for shelving.
- Assist in opening and closing the library.
- Perform clerical tasks when off-desk.
- Support library goals that align with RTDL's strategic plan.
- Foster a positive and welcoming environment for patrons.
- Participate in staff meetings and training sessions.
- Perform other duties as assigned.

Minimum Qualifications

- High school diploma or equivalent.
- Basic computer proficiency, including familiarity with the Windows environment.
- Ability to handle money and make accurate change.
- Preferred: Public library experience, knowledge of circulation processes, and experience with TLC Carl X ILS.

Other Requirements

- Ability to analyze and resolve issues, organize tasks, prioritize responsibilities, achieve goals, maintain records, and build positive relationships with staff and patrons.
- Strong verbal and written communication skills.
- Ability to sit or stand for extended periods and lift up to 50 pounds unassisted.
- Comfortable accessing, inputting, and retrieving information using a computer.

Employment Details

- Compensation: Starting at \$18.00 / hour.
- Benefits: Holiday and PTO.
- Hours: 15-20 hours per week, including evenings and weekends.
- Supervisor: Circulation Supervisor

How to Apply

- Submit an application and resume at rtdl.org/about/employment/
- Deadline: Friday, May 2nd, 2025