

Customer Service Specialist II, Full Time

The Role

Redford Township District Library is seeking a dependable, service-oriented Customer Service Specialist II to support daily circulation operations, provide excellent patron service, and help oversee the work of Library Pages. This position works regularly at the Welcome Desk and Service Window, assists patrons with circulation needs, supports collection maintenance, and helps ensure smooth day-to-day operations in the Circulation Department.

Key Responsibilities

- Assist patrons with checkouts, returns, accounts, cards, renewals, holds, fines, fees, and general questions.
- Provide courteous service by phone, email, and in person.
- Assign tasks and provide daily direction to Library Pages.
- Assist with Page training, onboarding, meetings, workflow, and feedback.
- Prepare, sort, inspect, route, and maintain library materials.
- Process holds, expired holds, notices, returned mailers, and ILL items.
- Assist with opening, closing, cash drawer, and equipment checks.
- Support shelving, shelf-reading, shifting, periodicals, damaged items, and withdrawals.
- Track circulating equipment, including hotspots and laptop kits.
- Compile basic circulation statistics, reports, and records.
- Assist with programs, outreach, staff training, meetings, and departmental projects.
- Perform Circulation Supervisor duties in the supervisor's absence, as directed.
- Perform other related duties as assigned.

Minimum Qualifications

- Bachelor's degree and five years of customer service experience preferred.
- Public library or circulation experience preferred.
- Experience providing customer service in a busy public setting.
- Ability to learn and apply library policies, procedures, and circulation practices.
- Proficiency with computers, internet resources, Microsoft Office or Google Workspace, and library technology.
- Familiarity with TLC CARL•X or another integrated library system preferred.
- Strong communication, organization, and problem-solving skills.
- Ability to provide direction, feedback, and support to staff.
- Ability to remain professional with disruptive or distressed individuals.
- Ability to stand, walk, bend, lift up to 50 pounds, and maneuver loaded book carts.

Employment Details

- Compensation: \$25.55 per hour
- Benefits: Health, dental, and vision (100% employee / 80% dependents), retirement with 6.5% match, PTO/Holidays.
- Schedule: 40 hours per week; includes weekday, evening, and weekend hours.
- Reports to: Circulation Supervisor

How to Apply

- Submit an application and resume at: rtdl.org/about/employment/
- Deadline: Applications received by July 24th will receive priority consideration.