Class Code	5318/Nonexempt
Position Title	Senior Staff Assistant
Working Area	Library Services
Effective Date	March 21, 2003

JOB DESCRIPTION

Scope

Assist and back up Circulation Unit Team Leader in day-to-day operations of a branch library; assume duties of Team Leader when she/he is absent; provide assistance to library patrons and perform clerical support of library operations.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Enforce circulation policies and procedures. Direct clerical staff and pages including establish work schedules, and provide technical guidance and on-the-job training; Provide assistance to patrons at the circulation desk including issuing and receiving materials, inspecting returned materials for damages, computing and collecting overdue fines; issuing I.D. cards; answering routine patron inquiries on library policies and procedures on the telephone and in person; Initiate action to resolve problems and complaints of library patrons regarding fines, fees, registrations, lost and/or damaged material, etc.. Reconcile revenue including reconciliation reports and prepare bank deposits. Assist in the assessment of job and team performance. Prepare books for shelving; maintain files in accordance with established procedure and direction from Team Leader; type as required; answer telephone, sort mail, and other general office work; assist in ordering supplies; operate standard office and library equipment such as copier, cash register and automated circulation equipment; perform other duties as assigned by Team Leader.

Minimum Qualifications

Knowledge and Skills

Some knowledge of office practices and procedures, including record keeping methods, business English, spelling and arithmetic. Ability to deal with the public and staff efficiently and effectively; adhere to prescribed routines and practices; follow written and oral instructions; learn assigned tasks readily.
Ability to plan, direct and organize the activities of staff; establish and maintain effective working relationships with others. Ability to present ideas clearly and concisely; to communicate effectively both orally and in writing; skilled in the use of library equipment. Must possess and maintain a valid Florida Driver's License

Education

High School Diploma or GED and three (3) years of related Library experience.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is a public service counter. Most duties are performed while standing at a workstation. This position has regular exposure to radiant and electrical energy found in an office environment.