

PALOS VERDES LIBRARY DISTRICT
Technical Services Assistant III
Processing/Mailroom Clerk

Last reviewed: September 2016
Salary Range: 33

PURPOSE

The Technical Services Assistant III Processing/Mailroom Clerk performs a variety of clerical and paraprofessional duties related to processing and repairing library materials including books and audiovisual materials such as CDs and DVDs, magazines, and newspapers; and the operations and oversight of the mailroom including operating and troubleshooting the postage machine and related software. This experienced level position is also charged with being a liaison to the Friends of the Library in relation to their mailroom and postage needs; and may also oversee the work of select technical services volunteers.

The Technical Services Assistant III Processing/Mailroom Clerk may also perform clerical or paraprofessional duties related to the general administration of the Library District or to the provision of library services to the public such as serving as a passport agent or substituting at the reception desk.

This is the experienced level class in the Technical Services Assistant series and performs routine manual and clerical tasks related to the processing and repair of library materials. May oversee the work of volunteers. Incumbents also perform more general clerical tasks such as receiving, sorting, and processing mail or assisting at the reception desk.

This position performs a variety of routine clerical and manual work in processing, evaluating and repairing library books and materials, and mailroom processing and sorting.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Provides a high level of customer service.
- Acts as a certified passport agent and processes passports in accordance with strict guidelines provided by the National Passport Office.
- Prepares library books, videos, CD's, DVD's, audio books, and other materials for circulation.
- Performs routine maintenance on library materials, evaluates and makes appropriate repairs to damaged library materials.
- Acts as a liaison with the Friends of the Library Internet Sales group in relation to their mail processing needs
- Oversees the operations of all mail equipment and software.
- Interacts with 3rd party mail vendor to troubleshoot problems with mail equipment and software.
- Lifts and transports boxes of books and other library materials, and unloads and delivers materials from one area to another.
- Maintains and updates processes and procedures manual for assigned responsibilities in processing and the mailroom.
- Tracks inventory levels on supplies and materials required to perform work.
- Organizes incoming mail and prepares outbound mail including UPS and FedEx packages.
- Monitors inventory of supplies for mail room and alerts manager to necessary purchases in a timely manner
- Notifies manager of low fund levels on mail machine in a timely manner
- May train and assign work to assigned volunteers.
- May provide general clerical and administrative support such as assisting at the reception desk.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to public, volunteers, vendors, contractors and District staff in person and over the telephone.
- Alphabetical and numerical filing.
- Purpose and functions of the library.
- Basic record keeping principles and procedures.
- Basic business mathematics.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and procedures of inventory control.

Ability to:

- Perform a variety of technical and administrative library work with speed and accuracy.
- Access, retrieve, enter, and update information using a computer terminal.
- Apply and explain departmental policies and procedures.
- Use English effectively to communicate verbally and in writing
- Understand and carry out oral and written instructions.
- Use tact, initiative, and prudence within general policy, procedural, and legal guidelines.
- Prepare and maintain accurate and complete records.
- Organize own work and set priorities within clearly defined procedural guidelines.
- Operate modern office equipment including computer equipment and software programs.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education, License, and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school and one (1) year of experience in processing and shelving of library materials, providing library technical support, or similar experience. Must possess and maintain a valid California class C driver's license and have a satisfactory driving record. Library experience is desirable.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification requires continuous walking between work areas and may require prolonged standing in work areas. Finger, hand, and arm dexterity is needed to retrieve, process, and store library materials, and well as to enter and retrieve data using a computer keyboard, typewriter keyboard, or calculator, and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach, as well as push and pull heavy book carts of up to 100 pounds and to retrieve and store materials. Positions in this classification frequently lift and carry library materials that typically weigh less than 50 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to work a flexible schedule including evenings, weekends, and holidays.