



Job Description

Job Title: Circulation Assistant II

JTC: CAH

Salary Range: N01

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Performs work associated with library circulation services requiring intermediate knowledge of circulation desk procedures and library resources available in order to assist patrons, staff and faculty.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of personal computer software/hardware and interface with mainframe applications.

Ability to learn to use computers for circulation functions. Able to perform a variety of routine library operations to provide service to patrons and/or to engage in the processing of library materials.

Ability to establish and maintain effective working relationships with supervisors, clients and the general public.

Performs tasks receiving detailed instructions as to methods, procedures and desired end results.

Oral and written communication skills to interact with individuals from diverse backgrounds. Knowledge and experience providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High School Diploma and two (2) years of experience is required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs routine circulation activities such as but not limited to, checking materials in and out, placing student records on hold and/or removal of block, assists with equipment use and answers questions. Interprets and applies established departmental policies; provide direct assistance to patrons in person and on the telephone.



Reviews inter-library and inter-campus loans of material, including distribution, retrieval and transaction records. Provides guidance to lower level staff in the use of automated systems and in collection maintenance; communicates information and changes in procedures, schedules, processes, and projects. May maintain online block records for delinquent patrons on both library and academic system.

Work with students, staff, faculty, potential students providing information about departmental functions; acts as liaison with other campus and district areas regarding library services. Assists other departments and colleges with library inventory and procedures.

Trouble-shoot minor equipment problems; refers major problems to appropriate individual. Some position may require the incumbent to work 50% of the time as a circulation assistant and 50% as the department's office assistant involved in general clerical duties. Assists in the training and supervision of work-study students.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provide excellent customer services to clients.

Performs related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.