The Canajoharie Library & Arkell Museum Desk Clerks are responsible for creating an inviting atmosphere and offering excellent customer service at the Library circulation and Museum admission desks. Clerks are the first line of service and represent the Library and Museum to the public. A team of two clerks are stationed at the desk at all times.

Desirable Education and Experience:
High School graduate or equivalent with applicable, documented work experience
Some Business School or Junior College desirable
Excellent customer service skills and an appreciation for reading, education, and the arts is highly desirable

General Duties:
Place the patron and visitor first; actively greet and interact with arriving patrons and visitors
Provide patrons and visitors with information regarding Library and Museum programs and service
Maintain a clean, well-stocked, and organized work station
Write a report of any incident occurring on Library/Museum property
Professionally answer the phone, provide information, and transfer calls as necessary
Perform opening and closing duties
Record automatic door count and reset at closing
Perform other duties as assigned by supervisor

Library Duties:
Operate Polaris computer system to perform routine patron transactions such as placing holds, checking in/out materials, updating registration, and registering new library cards
Collect and process late fines and replacement fees
Use CASSIE system to print jobs and collect fees for printing
Assist patrons in locating library materials and offer basic reference support using print and online sources
Provide computer support to patrons including assistance with public computers, online catalog access, downloadable audiobooks and eBook’s, etc.
Print out and fill daily library holds list
Check in daily MVLS hold bins and call patrons who have holds
Maintain Library collection through shelving and shelf reading of materials
Assist Library Director with programs as needed

Museum Duties:
Open the Galleries upon arrival; close Galleries at end of day
Introduce the exhibits and point out Gallery locations
Point out Museum rules as appropriate, particularly concerning no touching, food, or drink, or photography
Assist in creating a safe environment for visitors and the collection through monitoring Gallery security cameras
Perform scheduled Gallery walk throughs; report problems to Executive Director, Curator of Education or Facilities as appropriate
Operate Revel POS sales system for admission fees, memberships, Gift Shop and Regional Art Gallery purchases
Operate cash drawer

Desk Clerks work as a team to ensure adequate desk coverage; all Clerks are trained in both Library and Museum duties for ease of daily operations and staff scheduling; all Clerks are expected to work as a team and at both desk with equal ease.

The ideal candidate will demonstrate continuous efforts to improve operations, streamline work processes, and work cooperatively with other staff members to provide seamless customer service.