



Job Description

Position Title	Front Desk Officer
Department	Library
Reporting To	Assistant Manager, Acquisitions and Public Services
Type of Position	Full Time

POSITION DESCRIPTION

The candidate should have a friendly and easy going personality while also being very perceptive, analytical and disciplined. He should be able to deal with queries and provide accurate information related to library resources and services. A customer service-oriented approach is essential.

DUTIES AND RESPONSIBILITIES

- ✓ Managing library front / circulation desk operations - Issue, return and renewal of library materials.
- ✓ Responding to library related queries in a courteous manner.
- ✓ Entering data related to library statistics and important records.
- ✓ Facilitating library users to find and locate books on shelves and using online catalog.
- ✓ Managing discipline on the first floor library.
- ✓ Managing new arrivals display of books and magazines.
- ✓ Answering all incoming calls and redirect them or keep messages.
- ✓ Keeping front desk tidy and presentable.
- ✓ Any other responsibilities assigned by the supervisor.

REQUIRED JOB SPECIFICATIONS

Required Qualification	Bachelors or Masters in any field
Required Experience	Minimum 1 year experience in customer services and front desk operations.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

S#	Competency	Criticality (High / Low / Medium)
1.	Productivity Software including MS- Word and Excel	Medium
2.	Teamwork	High
3.	Adaptability / Flexibility	High
4.	English Language Proficiency	High
5.	Organized and detailed oriented	High
	Interpersonal skills including effective written and verbal communication	Medium

Revision Date		Version	
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