



Invoice Clerk

Department: Outreach & Collection Services

Reports to: Head of OCD

Chain of Command: N/A

Certifications: N/A

Level: 9

FLSA Status: Non-Exempt

Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist patrons by assuring prompt and accurate ordering and receiving of materials.

Essential Functions

Expertise

- I create vendor accounts as needed. I order materials from certain, unique vendors as directed by selectors and input any corresponding order records.
- I manage materials as they arrive by comparing deliveries with matching invoices, flagging items to indicate cataloging priority, and date and deliver materials to appropriate staff.
- I synchronize notes from order records to related materials. I also keep order records current with any backorder or cancellation information.
- I process invoices for payment from appropriate funds, and run fund activity reports that are sent to Finance with Board Cutoff invoices, retaining necessary records for the department.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials by processing and invoicing materials so they can be discoverable.
- I remain customer focused when offering assistance to patrons or when answering directional or general library questions.
- I communicate well when answering the phone in order to assist patrons, staff, and vendors.
- I understand technologies such as the copier/fax machine in order to give quick and effortless help to our patrons and vendors.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to email, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

Nonessential Functions

- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team, and help coworkers in my own department and in other departments as I am able.

CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

Knowledge and Skills

- Basic understanding of Outlook, our ILS system, and Excel or Word.
- Skilled in using a photocopier/printer/fax.

Educations/Experience and any pertinent Certifications

- High school diploma or equivalent.
- 1 year or more experience working in a library or similar environment.

Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.