



VOLUNTEER JOB DESCRIPTION

Friends of St. Thomas Public Library

Friends' Shop Clerk

Summary: This volunteer placement is located at the "Library Friends Shop," in the Elgin mall, 417 Wellington Street, St. Thomas. Under the direction of the Library Friends' Shop Store Manager, Book Shop Clerk helps customers select and purchase shop goods, collects payment, provides change and receipts, greets customers in a professional and friendly manner, and helps to keep the shop looking neat and tidy.

Hours of Work: As required.

Major Tasks:

1. Responsible for sales of shop goods.
2. Collect fees, gives change, and issues receipts.
3. Greeting customers in a professional manner.
4. Offering assistance to customers.
5. Help to maintain cleanliness of shop and shelves.
6. Communicate to other volunteers as needed.
7. Uphold the volunteer expectations.

Volunteer Expectations

All volunteers providing service at the Library Friends Shop are expected to:

- Support the Friends of St. Thomas Public Library's mission
- Inform the Volunteer Coordinator if they are unable to work as scheduled
- Arrive on time and stay until a replacement has arrived or when the shop closes
- Dress appropriately for retail service (including no jeans or t-shirts with slogans/logos)
- Treat all customers with equal respect and courtesy
- Record all issues, concerns, or questions relating to facility, customers, or stock in the "Book Shop Log Book"
- Return all cash collected and keep accurate sales records (if applicable)
- Adhere to all relevant policies and legislation, including, but not limited to, Health & Safety, Workplace Harassment, and Customer Service Standard

Qualifications:

- Demonstrate competence in public service
- Able to communicate effectively, both written and oral
- General knowledge of books and literature
- Basic mathematics and cash handling

Updated April 2015

153 Curtis Street, St. Thomas, ON, N5P 3Z7
Phone: (519) 631-6050 • Fax: (519) 631-1987 • www.stthomaspubliclibrary.ca