# Colorado Library Consortium (CLiC)
# Courier Support Associate
# Job Description

The Courier Support Associate provides frontline customer service support to libraries receiving courier service and assists other CLiC staff.  This position reports to the Deputy Director.

This position requires the individual to be highly organized, have meticulous attention to detail, and work on a variety of projects at any given time.  This person must work independently and with others, work efficiently under pressure, and productively handle variety and change.

## Qualifications
- Exemplary organizational and interpersonal skills
- Ability to demonstrate excellent customer service skills
- Precise attention to details
- Effectively work independently and in groups
- Ability to work on simultaneous projects and efficiently meet deadlines
- Ability to tolerate repetitive tasks and questions from customers

## Responsibilities
- Answer general questions using both oral and written communication
- Provide frontline customer service support to libraries receiving courier service
- Act as liaison with courier service provider for day-to-day operations
- Process misrouted courier items
- Provide customer service for issues and login requests for online courier management system
- Provide assistance with annual courier service renewal process
- Surface and track trends affecting courier service to libraries
- Answer phones with professional etiquette; answer general questions and direct calls to appropriate staff
- Operate a personal computer using word processing, spreadsheets, ticketing system software, and email
- Accurately complete data entry into Excel and online systems
- Provide assistance with tasks associated with annual continuing education events
- Perform other tasks and duties as assigned

## Education and Experience (required)

High School diploma.  Candidates must have customer service experience and knowledge of various office computing programs; especially Excel, Word, and Outlook. Candidates must demonstrate an intermediate level of computer skills, including but not limited to various internet browsers, social media tools, and use of other web resources

## Education and Experience (preferred)

Bachelor's Degree, ticketing system experience

## Work Demands

Have or can obtain a valid Colorado driver's license, must have reliable transportation, and proof of automobile insurance.  Normal office demands are encountered daily, including lifting of boxes and movement throughout the building or event site. Use of telephone and computer technologies is mandatory.   The candidate must be able to pass applicable driving and criminal background checks.

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The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job.  Rather, they are intended only to describe the general nature of the job.