

Workforce Role Description

Corporation of the President (COP)
Corporation of the Presiding Bishop (CPB)

General Workforce Requirements:

- Temple worthiness
- Regular attendance in a timely manner at the assigned location.

Please Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Job Title	Job Code	Grade Level	Approval Date
FamilySearch Patron Assistant	CSM		

Purposes

In the Family History Department: This Church-Service Missionary (CSM) opportunity exists to work in the public areas assisting patrons with research and computer related questions.

Responsibilities

The CSM will perform the following functions as assigned: will work with the public assisting patrons with research and computer related questions. May be assigned to "staff the lobby" which includes the Guide Desk, Temple desk, Orientation Room and the Exit Desk. Also will staff the Main Floor of the library all hours that the library is open to the public (8:00 A.M. to 9 P.M.). May be assigned to staff the Family Search Center during hours of operation. assist guests and patron, operate cash registers and answer incoming phone calls. Assist and teach patrons how to begin and organize their family history. Provide basic reference help and focus on helping members clear names for temple work.

Qualifications

CSM will need to enjoy working and assist others and possess excellent public relations skills. Be detail oriented, self-motivated and can follow instructions. Needs to have experience and skills in using database informations and programs. Basic knowledge and skills in using personal computers and Windows program. Family History program and research experience is a plus.