

Position Title	Customer Service Manager		
Working Title			
FLSA Status	Exempt	Job Code	1476
Salary Band	MP3	Revised	1/2019

General Purpose

Working independently with general guidance, this position is responsible for coordinating the consistent delivery of excellent customer service at all District service points, and ensuring that resources are properly allocated to meet community and/or District demand. Coordinates/responsible for District circulation policies and procedures.

Illustrative Examples of Duties and Responsibilities

Collaborates with the Operations Manager to allocate staff resources and to coordinate programs and services.

Develops procedures and guidelines for implementing District policies related to Public Services. Works closely with Library Supervisors, Managing Librarians, and Public Services Managers to ensure appropriate staffing.

In collaboration with Human Resources, develops, conducts, and manages a comprehensive customer service training program to ensure District staff receive the necessary training, coaching, and mentoring required to provide excellent customer service.

Interviews, hires, trains, supervises and evaluates assigned staff. Provides effective direction to ensure customer service needs are met in a timely and efficient manner. Coordinates with the appropriate supervisor for scheduling and task completion.

Evaluates emerging trends, tools, technologies, and products related to customer service delivery for potential implementation; implements approved service initiatives within areas of responsibility.

Addresses comments, concerns, and/or complaints related to customer services or accounts referred from frontline staff. Serves as the District's liaison with contracted collection agency to resolve customer account issues.

Coordinates library service to identified facilities.

Gathers and analyzes data for various internal and external reports concerning in-library use and activity. Makes recommendations to relevant supervisors regarding resource allocation or service modifications based on data analysis.

Tests, evaluates and provides input to the IT department regarding features of various automation systems, including the ILS, that directly impact customer experience. In collaboration with the IT department, tests, evaluates and assists in the selection of features of various automation systems, including the ILS, that directly impact customer experience.



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

Performs other related duties as assigned.

Supervision

Reports to: Operations Manager

Supervises: Operations Specialist, Operations Supervisor

May Supervise: Public Services Associate

Minimum Qualifications

Required

- Bachelor's degree
- Five years recent customer service experience
- Three year's recent supervisory experience including responsibility for staff training and development

Preferred

- ILS experience
- Customer service experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Principles and practices of quality customer service.
- Principles and practices of staff training and development.
- Principles and practices of supervision.
- Business applications of office automation, computer systems and associated software, and the Internet.

Skill in

- Use of computer systems and various software programs, including ILS.

Ability to

- Train and direct the work of subordinate staff.
- Test and evaluate library computer system circulation features and other circulation-related software.
- Work independently and be self-directed.
- Manage detail; recognize and set priorities.
- Work a flexible schedule.
- Consistently demonstrate quality customer service behavior(s).



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- Interact in a professional and respectful manner with District staff and the public.
- Maintain confidentiality of customer information.
- Establish and maintain effective working relationships in a team environment.
- Use initiative, problem-solving skills, and sound judgment.
- Work quickly and accurately, follow directions, and meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in a library and/or office environment while sitting/standing at a desk for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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