

Position Title	Operations Specialist		
Working Title			
FLSA Status	Eligible	Job Code	0705
Salary Band	A4	Revised	1/2019

General Purpose

With limited supervision, this position provides circulation services, readers' advising and information services to library customers and supervises and directs the work of Library Pages at assigned locations.

Illustrative Examples of Duties and Responsibilities

Interviews, hires, trains, supervises, and evaluates Library Pages at assigned locations. May assist the Operations Supervisor in the supervision of circulation services; consults with the Operations Supervisor to resolve customer or circulation-related issues;

Oversees circulation activities in the absence of the Operations Supervisor.

Performs clerical tasks to support record-keeping requirements related to customer accounts;

Responds to customer inquiries regarding library services and; resolves routine complaints and, refers inquiries or issues to other departments or staff as appropriate.

Assesses damage charges for library materials; arranges payment plans and tracks accounts for collection agency referrals.

May schedule circulation staff and adjusts daily schedules as needed to cover unexpected absences; adjusts daily tasks and monitors workflow to meet customer demand; may provide feedback to the Operations Supervisor on job performance of circulation staff.

May recommend revisions to policies and/or procedures to improve circulation services.

May assist in preparing reports and maintaining files for the District's monthly customer account maintenance.

May oversee maintenance of customer records for lost paid materials and coordinates with the Finance Office to ensure customer refunds for returned materials are processed.

Performs other related duties as assigned.

Supervision

Reports to: Customer Service Manager

Supervises: Library Page



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

Minimum Qualifications

Required

- Associate's degree
- Four years customer service experience required, including recent experience in a library setting

Preferred

- Bachelor's degree
- Experience with ILS

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

Necessary Knowledge, Skills & Abilities

Knowledge of

- Library services and resources.
- Proper cash handling procedures.

Skill in

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

Ability to

- Train and direct the work of other staff.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- 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; meet deadlines.

Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk or counter for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member 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.



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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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