

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Assistant Library Manager		
Reports to	Library Manager	Supervises	Public Services Associate Public Services Float
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	February 2025	Compensation Band	MP1
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
With supervision and oversight from a Library Manager, this position oversees front-line customer service and supervises assigned staff.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have a minimum of four years of direct customer service experience, experience supervising others and experience motivating, coaching, and interacting with direct reports.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support District-wide policies, procedures, and services that reduce barriers and increase access
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed 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.

Provides direct library service to customers, performs readers advisory and information service in response to customer inquiries; assists with circulation services as needed.

Responds to and resolves customer complaints and complaints referred by other District staff; refers complaints to other departments or staff as appropriate.

Assesses damage charges for library materials.

Recommends revisions to policies, procedures and/or processes to improve workflow and/or customer experience.

Oversees periodical processing.

Performs tasks to support record-keeping requirements related to customer and collection agency accounts.

Responsible for cash handling, including:

- Oversee daily/weekly reconciliation.
- Investigate cash inconsistencies and errors, correcting or escalating as needed.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

Responds to customer inquiries regarding library services and operations.

In addition, this position may:

- Assist customers with material check out, use of personal technology devices, place & retrieve holds; sort, shelf and organize library materials.
- Assist the Customer Service Manager, the IT Department and/or the Finance Office in managing records, preparing reports, and maintaining files for the District's daily credit card transactions, monthly customer account maintenance.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Clean and disinfect work and public areas of the library.

Supervisory Responsibilities

The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Oversee the daily work of assigned staff.

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Work Environment

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.