

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

<b>Job Title</b>	Circulation and Customer Services Manager		
<b>Reports to</b>	Operations Manager	<b>Supervises</b>	Customer Service Associate Operations Staffing Specialist
<b>FLSA/WMWA Status</b>	Eligible for overtime	<b>Remote Work Status</b>	May be eligible for remote work
<b>Union</b>	Represented	<b>Compensation Band</b>	MP2
<b>Working Hours</b>	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.		
<b>Required</b>	Background & driver license check Valid driver license and required insurance when operating a privately-owned vehicle for business purposes		

<b>Job Overview</b>
Working independently with oversight from the Operations Manager, this position is responsible for coordinating the consistent delivery of excellent customer service at all District service points, managing staffing allocations for Public Services and associated facilities, and collaborating with other employees on providing input regarding operations-related policies, procedures, and guidelines.

<b>Qualifications</b>	
The ideal candidate will be able to build relationships at all levels and have three years of customer service experience, with one year in a public library setting, as well as two years of supervisory experience. 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 District services
	Communicate effectively with employees 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 employees and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of 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
Knowledge of	Work with and troubleshoot office machines, such as copiers
	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	District services and resources
	Microsoft Office and other software applications
Principles and methods of supervision, management, and training	

**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.*

Oversees the scheduling of Operations employees, including developing work schedules and allocating employees to cover position-appropriate duties and/or shifts; may adjust daily schedules as needed to cover unexpected absences.

Oversees the management of leave requests for Operations employees, as related to operations scheduling.

Collaborates with the Operations Manager, Operations Director, and other related positions, in the development of District circulation policies and procedures.

Working with Operations Manager and the ILS Administrator develops and maintains circulation handbooks and best practices.

Collaborates with the Training Manager to develop circulation and customer service training.

Enforces the Code of Conduct.

Serves as the District's liaison with:

- Collection agency to resolve customer account issues
- Courier service

Works to resolve internal and external customer issues effectively and with a customer-first mentality; Addresses comments, concerns, and/or complaints related to customer services or accounts referred by employees. Manages escalated customer concerns that other employees are unable to resolve, particularly those involving significantly distressed or irate patrons.

Collaborates with Collection Agency, Finance Office, and Public Services employees to manage Collection Agency processes and accounts, including but not limited to:

- Process daily Collection Account forms for all locations.
- Prepares monthly reports including suspended accounts, review for payments and accounts that resumed due to failure of payment at Unique.
- Performs monthly Unique sync/purge.
- Verifies accounts are clear and card number changes are forwarded on Collection Agency accounts when paid.
- Submit weekly reports for Collection Agency accounts.

In collaboration with the IT department and Operations Manager, tests, evaluates, and assists in the evaluation and selection of features of various automation systems, including the ILS, that directly impact customer experience.

In addition, this position may:

- Provide front-line customer service, as necessary, including coverage during emergent staffing gaps
- Clean & disinfect common and shared work areas.
- Sort and shelve library materials.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

**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.*

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

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

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach employees to grow and further their skills.

**Work Environment**

Work is typically performed in a library environment.

The noise level is usually low.

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

**Physical Demands**

An individual performing 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 when performing repetitive duties, communicate with customers and other employees, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.