

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	Collection Services Technician		
Reports to	Collection Services Specialist	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	February 2025	Compensation Band	A1
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
Under close supervision, this position receives, sorts, organizes and processes materials and performs routine clerical tasks in support of District operations.

Qualifications	
The ideal candidate will be able to build relationships at all levels and have one year of customer service and/or clerical 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 staff and customers
	Establish and maintain successful 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 system wide policies, procedures, and services
	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.

Receives, sorts and processes new materials, which may include:

- Checking materials for defects.
- Matching number of items and titles to documentation and sorts/prepares materials for further processing. reports shipment issues to appropriate staff.
- Producing and placing call number, collection, and other labels on materials.
- Applying dust jackets, and book tape to materials, as assigned.
- Sorts and shelves materials.

Packs library materials for shipment; places items in shipping room for distribution to designated libraries.

Performs basic mending of damaged library materials.

Enforces the Code of Conduct.

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

In addition, this position may:

- Clean & disinfect individual and common work areas.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Work Environment

Work is performed in a shared workspace 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, 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.