

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	Customer Connection Specialist		
Reports to	Customer Services Manager	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	February 2025	Compensation Band	A4
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 Branded uniform attire must be worn while working		

Job Overview
Working with a limited degree of supervision, this position promotes and supports the overall mission of the District by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a positive and collaborative library environment. Monitors District facilities in order to identify, prevent, and respond to violations of the Code of Conduct using best practices. Trains staff in use of best practices for responding to violations of the Code of Conduct.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have one year of work experience involving extensive interaction with the public, and two years of experience in public libraries or a retail environment.	
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 system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Train and direct the work of other staff
	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	Library services and resources
	Customer service best practices
	Conflict resolution
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.

Continuously monitors assigned areas to prevent violations of the Code of Conduct. Act proactively to defuse potential problem situations effectively and discreetly with minimal disruption to library services. Explain rules and policies to library customers and solicit cooperation and compliance.

Investigates and handles disturbances and as needed, enforces Code of Conduct and other policies to maintain appropriate customer behavior and public atmosphere. When needed, implement, and enforce exclusion and escort disruptive individual(s) from Library premises; When necessary, contact appropriate staff, law enforcement or other emergency personnel for assistance.

Models best practices of customer service and Code of Conduct enforcement steps for other staff. Trains assigned District staff on best practices for identifying, monitoring, preventing, and engaging in Code of Conduct issues.

Recommend changes to policies and procedures related to enforcement of Code of Conduct, and issues related to the security of library staff, volunteers, customers, and property.

Answers directional, informational, or other questions from customers in a friendly and cheerful manner.

Writes incident reports and helps to maintain the District's Security Incident Reporting (SIR) database. Reports damage to the buildings, furnishings, or equipment as well as identifying and reporting potential issues.

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:

- Prepare the library for opening and/or closing.
- Clean & disinfect work and public areas of the library.
- 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 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, 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.