

Position Title	Customer Connection Specialist		
Working Title			
FLSA Status	Eligible	Job Code	
Salary Band	A4	Revised	02/2024

### General Purpose

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 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.

### Illustrative Examples of Duties and Responsibilities

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 visitors and solicit cooperation and compliance.

Investigate and handle disturbances and, as needed, enforce 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.

Model best practices of customer service and Code of Conduct enforcement steps for other staff. Train 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.

May clean and disinfect work and public areas of the library as needed.

May prepare the library for opening and/or closing.

May perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other related duties as necessary.

*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.*

**Supervision**

Reports to	Customer Service Manager
Supervises	N/A

**Qualifications**

The ideal candidate will have a minimum of one year of work experience involving extensive interaction with the public, with 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 requirements.*

**Necessary Knowledge, Skills & Abilities**

Knowledge of	Library services and resources.
	Customer service best practices
Skill in	Use of Microsoft Office and other software
	Conflict resolution
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 and meet deadlines.

**Work Environment**

Work is performed primarily in a library environment. Work may be performed outdoors and exposure to extreme weather conditions may occur. The noise level is usually moderate.

**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.

May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

**Remote Work**

Not eligible for remote work

**Special Requirements**

Background & driver license checks required, per policy
Must have valid driver's license and required insurance when operating a privately owned vehicle for business purposes.
Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops, or conferences.

*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.*