

Position Title	Customer Services Manager		
Working Title			
FLSA Status	Eligible	Payroll Code	1476
Salary Band	MP2	Revised	12/14/20

General Purpose

Works independently with minimal supervision, this position is responsible for coordinating the consistent delivery of excellent customer service at all District service points, developing and managing staffing allocation for Public Services and collaborating with other District staff on operations related policy, procedure and guidelines.

Illustrative Examples of Duties and Responsibilities

Develops procedures and guidelines for implementing District policies related to circulation services.

Assists in the development of District circulation policies and procedures

Schedules Operations staff District-wide and may adjust daily schedules as needed to cover unexpected absences.

Develops work schedules and allocate employees to different duties and/or shifts

Manages leave requests from employees

Evaluates emerging trends, tools, technologies, and products related to customer service delivery for potential implementation; implements approved service initiatives within areas of responsibility.

Ensures consistency in the customer experience across all District service locations. Make recommendations for changes; follows up with appropriate staff on areas of concern.

Addresses comments, concerns, and/or complaints related to customer services or accounts referred from frontline staff.

Collaborates with Collection Agency, Finance Office and Public Services staff 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 report for Collection Agency accounts.

Serves as the District's liaison with contracted collection agency to resolve customer account issues.

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

May provide front-line customer service, as necessary

May collaborate with Human Resources and Library Managers to identify, create and provide training related to customer services.

May clean and disinfect work and public areas in the library

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

Performs other duties as necessary.

Supervision

Reports to:	Operations Manager
Supervises:	Scheduling Specialist

Minimum Qualifications

Required	Bachelors Degree
	Three years recent customer service experience
Preferred	One year customer service experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of	Principles and practices of quality customer service.
	Library services and resources;
Skill in	Use of Microsoft Office and other software applications
Ability to	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; meet deadlines.

Work Environment

Work is performed in a library or office environment. This position requires frequent public contact. The noise level is usually moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur. This position is eligible for remote work.

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. May be required to perform duties outdoors, in various weather conditions.

Special Requirements

Background check required per policy.
Must have valid driver's license and required mandatory 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.
May be required to drive a District vehicle to various locations to perform work. Valid driver's license required when driving District vehicle.

The duties listed above 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.

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.

Supervision

Reports to:	Operations Manager
Supervises:	May supervise assigned staff

Minimum Qualifications

Required	Bachelor's degree
	Five years' experience in managing customer service programs
	Experience in staff training and development
Preferred	ILS experience
	Customer service experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of	Principles and practices of quality customer service.
	Principles and practices of staff training and development
	Library services and resources;
	Proper cash handling procedures
Skill in	Use of Microsoft Office and other software applications
	Use of software applications to gather and analyze data
Ability to	Be a leader to all staff, regardless of level
	Work independently and be self-directed.
	Manage detail; recognize and set priorities.
	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; meet deadlines.	

Work Environment

Work is performed primarily in an office environment. This position requires frequent public contact. The noise level is usually quiet to moderate. 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 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. May be required to perform duties outdoors, in various weather conditions.
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