

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 Services Manager		
Reports to	Operations Manager	Supervises	Customer Services Associate Training Specialist
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Eligible for remote work
Revision Date	February 2025	Compensation Band	MP2
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
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.

Qualifications	
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 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 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
	Principles and methods of supervision, management, and training
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.

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

Assists in the development of District circulation policies and procedures; develops procedures and guidelines for implementing District policies related to circulation services.

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

Oversees circulation, information, and customer service training; collaborates with Human Resources to identify, create, and provide training related to customer services.

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

Oversees the management of employee leave requests, as related to operations scheduling.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary. Addresses comments, concerns, and/or complaints related to customer services or accounts referred from frontline staff.

Serves as the District's liaison with contracted:

- Collection agency to resolve customer account issues.
- Courier service.

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 reports for Collection Agency accounts.

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.

In addition, this position may:

- Provide front-line customer service, as necessary.
- 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 staff to grow and further their skills.

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, supervise staff, 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.