

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	Mobile Services Associate		
Reports to	Mobile Services Supervisor	Supervises	N/A
FLSA/WMTA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	March 2025	Compensation Band	A3
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	Valid driver license Background & driver license check Must be able to successfully complete District driver training		

Job Overview
With moderate supervision and working within established procedures, this position provides direct service to customers via the District's Mobile Services.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of customer service experience and experience driving large vehicles.	
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
	Safely drive and operate Mobile Services vehicles
	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
	Basic vehicle maintenance
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
	Principles and methods of supervision, management, and training
	Proper cash handling procedures
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.

Provides District services to designated locations via Mobile Services vehicles, as well as online and over the phone.

Inspects, cleans, and prepares Mobile Services vehicles, refuels as necessary.

Prepares materials needed for Mobile Services visits.

Issues/renews library cards and updates customer information using the library's automated system; assists customers with material check out, use of personal technology devices, placing holds.

Performs readers' advising and information services in response to customer inquiries.

Respond to customer inquiries regarding library services and operations.

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.

In addition, this position may:

- Maintain statistics related to Mobile Services activities.
- Maintain District's 2nd Look collection.
- Clean & disinfect work and public areas.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Sort and shelve library materials.
- Inspect returned materials for damage.

Performs other duties as needed or as directed.

Work Environment

Work is performed primarily in a mobile library environment, which does not include running water or other personal use facilities. This position drives large Mobile Service vehicles year-round. An individual performing the duties of this position may be required to work both indoors and outdoors in a variety of weather conditions.

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; 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.