

Position Title	Mobile Services Operations Specialist		
Working Title			
FLSA Status	Eligible	Job Code	
Salary Band	A4		

General Purpose

With limited supervision, this position oversees the day-to-day staffing for the Mobile Services department and logistics of department services and vehicles.

Illustrative Examples of Duties and Responsibilities

Maintains a schedule for the Mobile Services department including logistical aspects of vehicle visits, vehicle maintenance, associated deposit collections, logistical support for story time visits, and department staff schedule.

May provide updates to customers and/or facilities regarding Mobile Services service status; may coordinate with other staff to communicate Mobile Services service status via the District's communication platforms.

Provides service to Mobile Services customers online and over the phone. Issues/renews library cards and updates customer information using the library's automated system.

Provides clerical support for the Mobile Services department, including but not limited to running reports, updating District calendars and other associated tasks.

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

Instructs customers in the basic use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, accessing library account information and paying fines and fees online, searching the library catalog and placing holds, searching online databases, and using online learning tools. May assist customers in the use of tablets, e-readers, and other personal technology.

Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.

Inspects returned materials for damage. May assess damage charges and complete the member billing process.

Prepares materials needed for Mobile Services visits.

Drives and operates Mobile Services vehicles to deliver library services and materials to designated locations on a predetermined schedule as needed.

Cleans and disinfects work and public areas in library and Mobile Services vehicles.

May prepare Mobile Services vehicles for visits by reconfiguring the interior setup and other changes as required.

May re-fuel Mobile Services vehicles as needed to ensure uninterrupted and on-time library service to scheduled stops.

May provide front-line customer service, as necessary.

May perform storytimes and host library programs, as needed.

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

Performs other duties as necessary.

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.

Supervision

Reports to:	Mobile Services Supervisor
Supervises:	n/a

Minimum Qualifications

The ideal candidate will have 3 years customer service experience. Experience coordinating department level functions such as vehicle scheduling, staffing coverage, routine maintenance, communication with outside parties preferred. *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
Skill in	Use of computer systems and various software programs, including ILS.
Ability to	Maintain and organize a schedule of Mobile Services visits and staff
	Drive and operate Mobile Services vehicles.
	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, vendors 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 setting, working with customers over the phone and online, in a standing or seated position. Occasionally work will be on a Mobile Services vehicle which does not include running water or other personal use facilities. This includes occasionally driving large vehicles year round. An individual performing the duties in this position may be required to work both indoors and outdoors in a variety of weather conditions. The noise level is usually moderate

Remote work

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; 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.

Special Requirements

Background check required per policy.
Driver's license record check required per policy
Must have valid driver's license and required insurance
Must maintain a clear driving record, free from serious violations
Must be able to drive the District's mobile services vehicles 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.