

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 Operations Specialist		
Reports to	Mobile Services Supervisor	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	May be eligible for remote work
Revision Date	April 2024	Compensation Band	A4
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 limited supervision, this position oversees the day-to-day staffing for the Mobile Services department and logistics of department services and vehicles.

Qualifications	
The ideal candidate will be able to build relationships at all levels, 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.	
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
	Drive and operate Mobile Services vehicles
	Establish and maintain successful 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 and organize a schedule of Mobile Services visits and staff
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Safely drive and operate Mobile Services vehicles
	Speak publicly in order to execute District programs and represent the District to community groups
	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.

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.

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

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.

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.

Prepares materials needed for Mobile Services visits.

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

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

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.

In addition, this position 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.
- Prepare Mobile Services vehicles for visits by reconfiguring the interior setup and other changes as required.
- Re-fuel Mobile Services vehicles as needed to ensure uninterrupted and on-time library service to scheduled stops provide front-line customer service, as necessary.
- Perform storytimes and host library programs, as needed.
- Sort and shelve library materials.
- Perform seasonal tasks such as shoveling snow and spreading ice melt

Performs other duties as needed or as assigned.

Work Environment

Work is performed either in an office or a mobile library environment that 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.