

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

### **General Purpose**

With limited supervision, this position works with the Mobile Services Supervisor to implement and conduct library programs and provides library services for Mobile Services customers.

### **Illustrative Examples of Duties and Responsibilities**

As part of the Mobile Services team, works with Mobile Services Supervisor to implement and conduct library programs and technology training classes specifically for Mobile Services vehicles and visits. Assists in planning and implementing programs.

Drives and operates Mobile Services vehicles to deliver library services and materials.

Provides direct, prompt, and friendly library service to customers; perform readers' advising and information services in response to customer inquiries; provide circulation assistance as needed.

Conducts library programs such as Storytimes, training classes, and programs; hosts events associated with Mobile Services vehicle visits.

Instructs library customers in the 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. Assists library customers in the use of tablets, e-readers, and other personal technology.

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

Prepares materials needed for Mobile Services visits.

Prepares Mobile Services vehicles for visits.

Re-fuels Mobile Services vehicles as needed to ensure uninterrupted and on-time library service to scheduled stops.

May receive and processes money for the payment of fines and fees. May perform cash reconciliation as assigned.

Cleans and disinfects work and public areas in the library during assigned shift.

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

May write blogs, articles, reviews or other written pieces as assigned.

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 has five years recent direct customer service experience with at least three years customer service experience in a library setting.

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

## Necessary Knowledge, Skills & Abilities

Knowledge of	Library resources, programs and services
	Principles of intellectual freedom and open access
	Proper cash handling procedures
Skill in	Use of Microsoft Office and other software applications
Ability to	Drive and operate Mobile Services vehicles
	Demonstrate clear and concise speaking skills with individuals and groups
	Find and use resources to provide requested information
	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 a mobile library environment, which does not include running water or other personal use facilities. This includes 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.

## 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

Must have valid driver's license and required insurance

Must maintain a clear driving record, free from serious violations

Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops, or conferences.

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.*