

Position Title	Mobile Services Supervisor		
Working Title			
FLSA Status	Eligible	Payroll Code	
Salary Band	MP1	Revised	March 3, 2021

General Purpose

With oversight from the Operations Manager and Strategic Projects Manager, plans, implements and conducts library programs and library services for Mobile Services customers. This position oversees the day-to-day work of Mobile Services staff.

Illustrative Examples of Duties and Responsibilities

As part of a team, works with Public Services Managers and Librarians to identify and schedule Mobile Service visits throughout Spokane County Library District’s service area, based on established criteria and parameters.

As part of a team, plans, implements and conducts library programs and technology training classes specifically associated with Mobile Services vehicles.

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

Provide direct, prompt and friendly library service to customers; perform readers’ advising and information services in response to customer inquiries; assist in circulation services 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.

Assists Library Supervisors and Librarians in developing effective community partnerships that leverage District programs and services for communities.

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

Assists in the development and revision of District Mobile Services policies and procedures to improve workflow and or customer experience.

Develops work schedules and allocate Mobile Services staff to various duties and/or shifts

Coordinates with the appropriate department to resolve issues pertaining to vehicles, equipment, materials and daily operations.

Assists in collection development by recommending materials; under the direction of Collection Services, performs assigned collection maintenance tasks.

Serves as the District’s liaison with Mobile Services facilities and sites.

Cleans and disinfects work and public areas in the library and vehicles.

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.

Supervision

Reports to:	Operations Manager or Strategic Project Manager
May Supervise:	Mobile Services Specialist; Mobile Services Associate, Mobile Services Support Associate; Storytime Associate

Minimum Qualifications

Required	Bachelor's degree
	Three years recent customer service experience
Preferred	Two years recent supervisory experience

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

Necessary Knowledge, Skills & Abilities

Knowledge of	Library resources, programs and services	
	Principles and practices of supervision	
	Principles of intellectual freedom and open access	
Skill in	Use of Microsoft Office and other software applications	
	Drive and operate Mobile Services vehicles	
	Train and direct the work of subordinate staff	
	Write effectively using correct grammar, punctuation, and spelling.	
	Work independently and be self-directed	
	Manage detail; recognize and set priorities.	
	Find and use resources to provide requested information.	
	Ability to	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 and driver's license check required per policy.
Must have valid driver's license and required mandatory 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 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.

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.