

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 Supervisor		
Reports to	Operations Manager	Supervises	Mobile Services Associate Mobile Services Specialist Storytime Specialist Mobile Services Operations Specialist
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	April 2024	Compensation Band	MP1
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 oversight from the Operations Manager oversees the day-to-day operations of the Mobile Services department, including planning, implementing, and conducting programs and services for Mobile Services customers.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years' customer service experience, two years supervisory 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
	Drive and operate Mobile Services vehicles
	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.

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

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

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

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

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

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.

Responds to customer inquiries regarding library services and operations.

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.
- In the development and revision of District Mobile Services policies and procedures to improve workflow and or customer experience.
- In collection development by recommending materials; performs assigned collection maintenance tasks under the direction of Collection Services.

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:

- Clean and disinfect public and work areas.
- Inspect returned materials for damage.
- Sort and shelve library materials.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Supervisory Responsibilities

The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

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, supervise staff, 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.