

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	Operations Staffing Specialist		
Reports to	Customer Services Manager	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	May be eligible for remote work
Revision Date	March 2025	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	Background & driver license check		

Job Overview
Working under a limited degree of supervision, this position is responsible for scheduling Operations staff to ensure the required/appropriate number are on duty at each District facility. Ensures that work schedules are assigned appropriately to employees and any unscheduled absences are covered.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three to five years of scheduling experience, with customer service experience in a public library.	
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 District services
	Communicate effectively with staff and customers
	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 information
	Model behavior for high levels of service
	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
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
	Scheduling processes
	Staffing allocation
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 all aspects of day-to-day operations staff scheduling following District staffing guidelines.

Provides functional guidance to operations staff on scheduling processes and computerized scheduling programs.

Maintains operations staff schedules using scheduling software.

Calls and schedules operations staff for replacement of leaves of absence and schedules adjustments.

Responds to questions and inquiries from employees regarding scheduling.

Works collaboratively with Customer Services Manager, Operations Manager and Public Services Managers on scheduling issues.

Compiles statistical reports.

Inputs/updates employee information in scheduling program.

Assists in new employee onboarding.

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 & disinfect individual and common work areas.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Respond to inquiries regarding library services and operations.

Performs other duties as needed or as directed.

Work Environment

Work is performed in an office environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

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.