

Position Title	Operations Staffing Specialist		
Working Title			
FLSA Status	Eligible	Payroll Code	
Salary Band	A4	Revised	12/2020

**Illustrative Examples of Duties and Responsibilities**

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.

**Illustrative Examples of Duties and Responsibilities**

Maintains all aspects of day-to-day operations staff scheduling following District staffing guidelines.

Maintains operations staff schedules using scheduling software.

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

Compiles statistical reports.

Responds to questions and inquiries from employees regarding scheduling.

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

Inputs/updates employee information in scheduling program.

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

Tracks leave and notifies employees who request leave in excess of leave banks.

Assists in new employee onboarding

May provide front-line customer service, as needed.

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

Performs other duties as assigned.

**Supervision**

Reports to:	Customer Services Manager
Supervises:	n/a

**Minimum Qualifications**

Required	Associates degree
	Three to Five years' experience in scheduling
Preferred	One year experience scheduling in a library setting

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

## Necessary Knowledge, Skills & Abilities

Knowledge of	Scheduling processes
	Staffing allocation
	Library services and resources;
Skill in	Use of Microsoft Office and other software applications
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 library environment while sitting/standing at a desk for extended periods of time. The noise level is usually moderate.  
Work may be performed outdoors and exposure to extreme weather conditions may occur.  
This position is eligible for remote work.

## Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; 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.  
May be required to perform duties outdoors, in various weather conditions.

## Special Requirements

Background check required per policy.  
Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.  
Must be able to travel 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.*