

Position Title	Training Specialist		
Working Title			
FLSA Status	Eligible	Job Code	0705
Salary Band	MP1	Revised	09/2022

General Purpose

With limited supervision, this position delivers training on circulation, information services, and related subjects to District staff.

Illustrative Examples of Duties and Responsibilities

Deliver customer-focused training, presentations, and training materials in a variety of formats and delivery methods.

Maintain training materials and records.

Monitor and update the circulation wiki as needed, to ensure correct and up to date information is included.

Reviews operations related training on the online training platform to be sure it is up to date and staff have completed assigned training in a timely manner. Brings any issues to their supervisor for follow-up.

When not directly engaged in the work above, this position is expected to:

- Provide direct library service to customers; perform readers’ advising and information services in response to customer inquiries; assist in circulation services as needed.
- Respond to customer inquiries regarding library services and resolve routine complaints; refer inquiries or issues to other departments or staff as appropriate
- Instruct customers in the use of library equipment and technology, including, but not limited to, logging in and out of public computer and printing stations, using material check-out computers and equipment, accessing library account information, and paying fines and fees online, searching the library catalog and placing holds, searching online databases, using online learning tools. Assist customers in the use of personal technology.

Clean and disinfect work and public areas during assigned shifts

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

May recommend revisions to policies and/or procedures to improve customer service

Performs other related duties as assigned.

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: Customer Service Manager
Supervises: Public Services Technician

Qualifications

The ideal candidate will have four years customer service experience as well as experience delivering training in a variety of formats.

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

Necessary Knowledge, Skills & Abilities

Knowledge of	Library services and resources
	Proper cash handling procedures
	Delivery of training in a variety of formats
Skill in	Use of computer systems and various software programs, including ILS
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. The noise level is usually moderate.

Remote Work

Not eligible for remote work.

Physical Demands

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

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