

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

Job Overview
With limited supervision, this position delivers training to District staff and supervises the work of assigned staff.

Qualifications

The ideal candidate will be able to build relationships at all levels, have experience delivering training in a variety of formats as well as four years of customer service experience.
 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
	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
	Speak publicly in order to execute District programs and represent the District to community groups
	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
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications such as ILS
	Principles and methods of training
Other	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.

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

Monitors and updates the Public Services Training wiki as needed, to ensure correct and up to date information is included.

Reviews assigned 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.

Enforces the Code of Conduct.

Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.

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.

In addition, this position may:

- Inspect returned materials for damage; sort and shelve library materials.
- Clean & disinfect work and public areas of the library.
- 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 in a library 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, 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.