

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	Collection Services Associate		
Reports to	Collection Services Manager	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	February 2025	Compensation Band	A3
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 with moderate supervision within established procedures, this position provides support for the acquisition, receipt, and distribution of materials for customer use.

Qualifications	
The ideal candidate will be able to build relationships at all levels and have three years of customer service experience with one year of public library 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 District services
	Communicate effectively with staff and customers
	Establish and maintain successful 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
	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
	OCLC
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.

Orders materials selected for purchase and maintains records of all items on order, which may include:

- Monitoring back orders; purging old orders.
- Establishing new vendor accounts as needed. Correcting inaccurate invoices and duplicate orders.
- Receiving, sorting, and processing invoices; submitting invoices for payment; reconciling credit card statements.
- Confirming receipt of new acquisitions; checking received items against order file to ensure receipt of proper items; resolving shipping and invoice discrepancies with vendors returning items and securing credit adjustments as warranted.
- Preparing correspondence and reports for orders.

Performs item maintenance; verifies item has been processed correctly; adds items to the ILS and verifies it matches the appropriate bibliographic record; may make limited changes to bibliographic records.

Maintains periodical renewals and claims.

Works with the Collection Development Manager to create and update internal procedures.

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.
- Sort and shelf materials.

Performs other duties as needed or as directed.

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, 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.