

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	Customer Services Associate		
Reports to	Customer Service Manager	Supervises	N/A
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	June 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
With moderate supervision and working within established procedures, this position provides direct service to library customers online and over the phone, as well as clerical support to the Literacy Program Coordinator, Customer Service, Public Services and Operations Managers.

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 customer service experience in a public library setting. 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 customer information
	Model behavior for high level 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
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.

Provides service to customers, including but not limited to:

- Issues/renews library cards and updates customer information
- Places holds
- Performs readers' advising and information services in response to customer inquiries.
- Assists and instructs customers in the basic use of District online resources, library equipment and technology, as well as personal technology.
- Processes financial waivers, may perform cash reconciliation
- Reserves meeting rooms and/or computer stations for customers
- Responding to customer inquiries regarding District services and operations

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

Processes incoming shipment

Processes and prepares materials for shipment. Processes items for book bags, Library of Things, Stem Bags and Second Look collection

Compiles collection and overdue data for submission to the Customer Service Manager, IT, and Finance as needed

Updates collection agency records with customer paid information. Ensures that ILS information matches collection agency records.

Suspends and unsuspends the overdue Hotspots daily.

Monitors and responds to assigned SCLD emails and online forms submitted by customers as assigned.

Enforces the Code of Conduct

Performs the duties of a Public Services Associate to provide staffing coverage as needed.

Provides clerical support by:

- running reports,
- updating District calendars
- performing other associated tasks as needed or directed

In addition, this position may:

- Perform seasonal tasks such as shoveling snow and spreading ice melt
- Clean and disinfect personal and common work areas
- Open and close the Service Center

Performs other duties as needed or as directed.

Work Environment

Work is performed in a shared work area.

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 sit or stand for long periods of time, lift, or move up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or book truck.

Psychological Demands

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