

TOWN OF LOS GATOS
CLASSIFICATION SPECIFICATION FOR: LIBRARY CUSTOMER SERVICE SERIES

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LIBRARY CUSTOMER SERVICE SPECIALIST
LIBRARY CUSTOMER SERVICE SUPERVISOR

Classification specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

The Los Gatos Library exists to foster curiosity and community connection. We are respectful, vibrant, welcoming, curious, progressive and timeless. The main function of the Customer Service Series is to share these values with the community through direct customer service. These positions provide the first interaction and set the tone for the public with the Library.

The job specification identifies the foundational duties performed, as well as the knowledge, skills, and abilities required at all levels in the job series.

DISTINGUISHING CHARACTERISTICS

Library Customer Service Specialist: Non-supervisory level providing direct services to the public.

Library Customer Service Supervisor: Supervisory level, providing direct supervision to the Library Customer Service Specialist, Senior Library Page, and Library Page positions. Also provides direct services to the public as needed.

ESSENTIAL FUNCTIONS STATEMENTS

Essential responsibilities include the following major categories of work and relate to all positions within this series. The examples are intended to be representative and not inclusive of all activities required of the positions.

1. Assists library users by providing a welcoming environment
2. Issues library cards & manages user accounts
3. Checks out materials
4. Facilitates use of the self-check machines
5. Answers telephones, instant messages, emails and in-person queries
6. Refers questions to appropriate staff members
7. Collects fines & fees, counts money, balances cash drawer, and performs basic accounting functions
8. Manages incomplete library returns

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9. Manages hold shelf & pulls hold requests
10. Catalogs & processes periodicals
11. Compiles statistics & generates reports
12. Performs opening & closing procedures
13. Consistently embraces Library Customer Service Values
14. Consistently carries out Library policies in a fair and friendly manner
15. Performs related duties and responsibilities as required

ADDITIONAL ESSENTIAL FUNCTIONS BY POSITION

Library Customer Service Supervisor:

1. Schedules, trains, supervises and evaluates staff in assigned team
2. Makes hiring, disciplinary and termination recommendations
3. Handles difficult questions and situations that arise at public service desks
4. Handles customer complaints that escalate from customer service and page staff, regarding circulation policies, fines and fees, and patron registration
5. Evaluates accuracy and efficiency of shelving activities
6. Manages daily financial transaction reports as related to circulation and cash registers

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Knowledge of library terminology
- Knowledge of personal computers; library best practices, procedures, and equipment
- Knowledge of effective communication techniques
- Knowledge of proper English usage, spelling, and grammar
- Knowledge of filing and records maintenance
- Knowledge of basic accounting procedures
- Knowledge of principles and practices of exceptional customer service
- Knowledge of Library Strategic Plan and Customer Service Values
- Knowledge of safe work practices
- Knowledge of common computer applications such as email and internet searching

Skills:

- Skills in listening attentively
- Skills in communicating effectively with diverse community members and colleagues
- Skills in applying observational techniques to recognize customers in need of assistance and respond proactively
- Skills in applying problem-solving techniques to new situations
- Skills in de-escalating difficult customer interactions
- Skills in maintaining focus and discipline

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- Skills in maintaining neutrality

Abilities:

- Ability to effectively provide service to colleagues and customers
- Ability to effectively promote the usage of library facilities
- Ability to logically define problems and reach valid conclusions for solving them in a library setting
- Ability to work irregular hours, including nights and weekends
- Ability to maintain effective working relationships with those contacted in the course of work
- Ability to work effectively and courteously with all members of the public, including people of diverse cultural, ethnic, and socio-economic backgrounds
- Ability to organize materials, gather and compile information and statistics, and keep accurate records
- Ability to use the library computer systems with reasonable accuracy and speed
- Ability to communicate effectively and carry out oral and written instructions
- Ability to learn and apply library policies and procedures, including circulation policies and customer service values
- Ability to encourage and demonstrate enthusiastic, resourceful, and positive customer service-oriented approach to the work
- Ability to perform basic mathematical calculations, handle money and make correct change
- Ability to work as a team member to accomplish departmental goals
- Ability to effectively apply the required knowledge and skills in the daily performance of assigned duties
- Ability to use initiative and independent judgment within specified guidelines while performing routine duties
- Ability to be flexible and adapt to changing conditions.

ADDITIONAL REQUIRED KNOWLEDGE, SKILLS AND ABILITIES BY POSITION:

Library Customer Service Supervisor:

Knowledge:

- Knowledge of principles and practices of supervision
- Knowledge of principles and practices of financial administration
- Knowledge of principles and practices of team building
- Knowledge of the principles and practices of automated library systems

Skills:

- Skills in project scoping and management
- Skills in handling difficult account interactions, including collections accounts

Abilities:

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- Ability to operate automated library systems
- Ability to respond to external and internal customer needs and concerns with a professional, innovative, and cooperative approach
- Ability to effectively lead a Library work group
- Ability to effectively and accurately represent the Library to other departments and to the community

MINIMUM QUALIFICATIONS:

Position	Education	Experience
Library Customer Service Specialist	Completion of two years of college	Equivalent of 1 year of full-time library experience or any combination of experience and training that would likely provide the required knowledge, skills and abilities
Library Customer Service Supervisor	Associates of Arts Degree in Library Technology or closely related field	<ul style="list-style-type: none"> • Equivalent of three years of increasingly responsible public library experience or any combination of experience and training that would likely provide the required knowledge, skills and abilities • At least two years should include progressive supervisory experience and progressive experience working with an automated library system

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Employees must be able to maintain physical condition necessary for sitting, walking, and standing for extended periods of time; some stooping, crawling, crouching, and climbing; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

Employees work mainly indoors, in direct contact with other Town personnel and the public, without close supervision, with a high volume of work.

REPRESENTATION

TEA (FLSA Non-exempt): Library Customer Service Specialist, Library Customer Service Supervisor
 "At-Will"/Unrepresented: Temp-Hourly Customer Service Specialist