

Mobile Services Specialist

DEPARTMENT:	Public Services
GRADE:	49
CLASS CODE:	MSS
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	January 2021

Summary: Assists in ensuring the delivery of high-quality library programs and information services to the community based on district-identified community needs as part of the Mobile Services team. Under direct supervision, performs a variety of information services and programming functions on behalf of Timberland Regional Library. Drives a Mobile Services vehicle to deliver physical materials to library and community locations.

Reporting Relationships and Team Work:

Reports to a Librarian 2 or Library Manager. May receive guidance and/or training from a Librarian 1.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

May be assigned any of the following duties:

1. At the direction of a Librarian and/or Supervisor, assists in the planning, delivery, and evaluation of library programming for designated communities. As predetermined or scheduled, travels to specified locations to conduct a variety of community outreach activities from a Mobile Services vehicle.
2. Provides information, reader's advisory and circulation services to the community.
3. Processes and delivers materials between library locations.
4. Actively works with the District Manager for Community Engagement to identify and improve service when necessary.
5. Acts as the person in charge of the Mobile Services vehicle and ensures the vehicle is properly stocked and outfitted for daily routes.
6. Inspects assigned Mobile Services vehicle, monitoring for safety and general operating condition. Liaises with Fleet Technician to maintain vehicle service and maintenance schedule.

7. Works in collaboration with colleagues who provide in-person service to communities served by Mobile Services team.
8. May provide training and guidance to other staff regarding the TRL's Mobile Services as directed.
9. Performs other duties as assigned or required.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Demonstrate quality customer service.
2. Communicate effectively.
3. Exhibit reliability and dependability.
4. Demonstrate a positive attitude and flexibility.
5. Work well with others, show respect, contribute to the team.
6. Demonstrate library values of service, integrity, collaboration and community focus.
7. Demonstrate leadership in handling multiple tasks.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Knowledge of library terminology, practices, services, processes, policies and procedures.
2. Providing support in relation to library operations for area of assignment.
3. Assisting in ensuring the delivery of quality library services/programs to the community.
4. Methods for coordinating and delivering library programming.
5. Processes for conducting community outreach activities.
6. Reader's advisory, reference and circulation methods and techniques.
7. Library computer systems, databases, and software.
8. The ability to operate a fleet vehicle in adherence with federal and state driving laws and safe driving practices
9. The ability to lift and transport loads of varying size and weight safely and ergonomically.
10. Customer service standards and procedures.
11. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.

Technology Requirements:

- PC navigation skills in a Windows-based environment.
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Basic Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Education and Experience:

Bachelor's Degree and at least 6 months library experience; or an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Valid Washington Driver's License is required.
- Must possess and maintain a safe driving record.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a variety of environments and involves regular contact with the public.
- Subject to driving, standing, walking, bending, reaching and lifting/carrying objects up to 65 pounds.
- Work includes frequent driving in all types of conditions and potential for exposure to seasonal heat and cold, inclement weather and general driving hazards.
- May be exposed to potentially intimidating and/or unreceptive members of the public.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.