

## Public Services Specialist

---

DEPARTMENT:	Public Services
GRADE:	49
CLASS CODE:	PSS
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	February 2020

---

**Summary:** Assists in ensuring the delivery of high-quality library programs and information services to the community based on district-identified community needs. Under direct supervision, performs a variety of information services and programming functions in an assigned area of responsibility on behalf of the Timberland Regional Library.

### 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 staff, assists in the planning, delivery, and evaluation of library programming for the local community. Conducts a variety of community outreach activities for area of assignment.
2. Provides information, reader's advisory, and circulation services to the community in and out of the library.
3. Participates in training and professional development activities.
4. Assists with the maintenance of library collections.
5. Assists Librarians and Supervisors with public services or circulation projects and programs.
6. Works collaboratively with colleagues throughout the district.
7. In the absence of a supervisor, may act as the person in charge.
8. May provide assistance in monitoring the activities of volunteer and community service workers. May provide training and guidance to new personnel as directed by supervisor.
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 to serve as an adequate resource to employees.
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. Library computer systems, databases, and software.
7. Customer service standards and procedures. Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
8. Reader's advisory, reference and circulation methods and techniques.
9. Community library operations, programs and services.

## **Technology Requirements:**

- Use of office equipment, including but not limited to Personal Computer and related software packages to perform advanced analysis, information retrieval and tracking.
- Keyboard and alpha/numeric data entry skills
- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- 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 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 library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- 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.