

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3445

TITLE: LIBRARY CUSTOMER SERVICES SPECIALIST V

GRADE: S-25

DEFINITION:

Under limited supervision, directs all operations, services and community programs of a regional library; performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Customer Services Specialist V is distinguished from the Customer Services Specialist IV in that the Customer Services Specialist V directs all operations, services and community programs of a regional library, whereas the Customer Services Specialist IV directs all operations, services and community programs of a community library.

ILLUSTRATIVE DUTIES:

The illustrative duties listed in this specification are representative of the class but are not an all-inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

Plans and directs the services and activities of a regional library;
Leads organizational change efforts at the branch level;
Serves as branch communicator, understanding, explaining and promoting change;
Develops goals and objectives for a regional library;
Develops and maintains community and corporate partnerships;
Plans and directs the work of subordinate staff at a regional library;
Counsels supervisors in effective employee relations techniques and procedures;
Completes or reviews employee performance evaluations;
Oversees the maintenance of the collection of library materials;
Completes the branch emergency action plan;
Ensures accountability for funds, equipment and materials;
Ensures best practices are followed by staff through training and assessment of work;
Leads and directs the branch's community involvement;
Represents library on committees, task forces, community meetings, etc.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

The knowledge, skills and abilities listed in this specification are representative of the class but are not an all-inclusive list.

Knowledge of all public library services and programs;
Ability to direct library services provided to the region;
Ability to develop, and implement goals and objectives for a regional library branch;
Ability to evaluate the performance of a regional library branch;
Ability to provide guidance, direction, supervision and coaching to experienced library staff;
Ability to plan and schedule workload for a regional library;

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Ability to communicate effectively in writing in order to prepare a variety of reports;
Ability to work effectively with subordinates, co-workers and the general public.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Graduation from a four year accredited college or university; PLUS four years of progressively responsible experience working in a library, including one year of supervisory experience.

CERTIFICATES AND LICENSES REQUIRED:

None

NECESSARY SPECIAL REQUIREMENTS:

None

ESTABLISHED: May 2, 2013