

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 3447

**TITLE:** LIBRARY CUSTOMER SERVICES SPECIALIST III

**GRADE:** S-22

**DEFINITION:**

Under general supervision, manages the daily operations of a community or regional library OR manages specialized library services and programs for customers inside and outside the libraries; performs other duties as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

The Library Customer Services Specialist III is distinguished from the Library Customer Services Specialist II in that the Library Customer Services Specialist III manages the daily operations of a community or regional library OR manages specialized library services and programs for customers inside and outside the libraries, whereas the Library Customer Services Specialist II provides more specialized library services inside and outside the library in addition to providing general library service in library facilities.

The Library Customer Services Specialist III is distinguished from the Library Customer Services Specialist IV in that the Library Customer Services Specialist III manages the daily operations of a community or regional library OR manages specialized library services and programs for customers inside and outside the libraries whereas the Library 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.)*

Manages daily operations of a community or regional library;  
Leads branch projects and initiatives;  
Serves as a branch expert on library policies and procedures;  
Schedules staff and approves working time;  
Supervises subordinate staff;  
Evaluates the performance of subordinate staff;  
Plans and presents ongoing staff development training;  
Assesses the use of space in the building based on customer use;  
Serves as person-in-charge;  
Resolves complex customer issues;  
Answers complex customer questions;  
Manages programs for multiple libraries inside and outside of the library;  
Evaluates success of programs and plans future programs based on this data;  
Serves as primary contact for schools in a service area;  
Develops and maintains community partnerships;  
Manages system program planning teams.

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**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 provide guidance, direction, and coaching to less experienced staff;

Ability to analyze problems and recommend solutions;

Ability to evaluate procedures and recommend improvements;

Ability to plan and schedule workload;

Ability to effectively supervise subordinate employees;

Ability to communicate effectively in writing in order to prepare a variety of reports;

Ability to understand, interpret and communicate policies;

Ability to work effectively with subordinates, co-workers and the general public;

Ability to use a personal computer, applicable software and peripheral equipment, including software suites and specialized databases.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to:

graduation from a four year accredited college or university PLUS two years' experience

working in a library or educational setting performing duties comparable to a Customer Services

Specialist II; OR three years' experience working in a library or educational setting performing

duties comparable to a Customer Services Specialist I.

**CERTIFICATES AND LICENSES REQUIRED:**

None

**NECESSARY SPECIAL REQUIREMENTS:**

None

ESTABLISHED: May 2, 2013