

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3448

TITLE: LIBRARY CUSTOMER SERVICES SPECIALIST II

GRADE: S-19

DEFINITION:

Under general supervision, provides specialized library services and programs for customers inside and outside the library; performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Library Customer Services Specialist II is distinguished from the Library Customer Services Specialist I in that the Library Customer Specialist II provides more specialized library services and programs for customers inside and outside the library in addition to providing general library service in library facilities; whereas, the Library Customer Services Specialist I provides general library services in a library facility.

The Library Customer Services Specialist II is distinguished from the Library Customer Services Specialist III in that the Library Customer Services Specialist II provides specialized library services and provides general library service; whereas, the from 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 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.)

Maintains expertise in a specific subject area (for e.g., early literacy, technology, services to children, teens, or seniors);

Plans and presents early literacy programs for children inside and outside the library;

Plans and presents programs for school age children, teens or adults inside and outside the library;

Leads book groups for children, teens or adults;

Engages contract performers for library programs, following system policies and procedures;

Answers complex subject and/or technology questions asked by customers or referred by staff;

Identifies and helps nurture mutually beneficial library partnerships within the community;

Represents the library at community events, meetings, celebrations, etc.

Serves as a branch resource person on the online calendar (Evanced);

Responds to customer inquiries using email, chat or other methods of communication;

Contributes content for online library resources;

Provides training for staff in areas of expertise;

Maintains current knowledge of popular literature, library resources and technology;

Answers questions from customers in the branch;

Resolves customer issues;

Serves as person-in-charge as required;

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Communicates effectively orally and in writing;
Processes library materials as required;
May manage youth volunteers;
May prepare and submit branch calendar copy.

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 in area of specialization (e.g., early literacy, technology, services to children, teens, or seniors);

Knowledge of learning theory for children and/or adults;

Knowledge of public libraries;

Ability to promote interest in library services;

Ability to plan, present and evaluate library programs;

Ability to develop and maintain working relationships with community groups, schools, and customers as appropriate;

Ability to prepare and maintain reports;

Ability to plan and organize;

Ability to work independently and as a member of a team;

Ability to schedule and manage workload to meet deadlines;

Ability to work effectively with 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 one year of experience working in a library or educational setting.

CERTIFICATES AND LICENSES REQUIRED:

None

NECESSARY SPECIAL REQUIREMENTS:

None

ESTABLISHED: May 2, 2013