

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3449

TITLE: LIBRARY CUSTOMER SERVICES SPECIALIST I

GRADE: S-17

DEFINITION:

Under general supervision, provides general library services to customers in library facilities; performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

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

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.)

Answers questions about customer accounts;

Resolves customer issues;

Recommends reading materials to customers;

Answers information questions from customers;

Assists customers in the use of equipment, (e.g., e-readers, printers, etc.);

Provides computer assistance and troubleshooting as needed;

Provides one-on-one instruction to customers;

Participates in branch projects;

Presents a positive image of the library to the public;

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

Processes library materials as required;

Trains volunteers and staff as appropriate;

Supervises Library Pages as required.

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 library policies and procedures;

Knowledge of digital and print resources;

Ability to use Library's integrated library system;

Ability to use a personal computer, applicable software and peripheral equipment;

Ability to use assorted wireless devices and related technology (e.g., e-readers, smart phones, etc.);

Ability to establish and maintain good working relationships with others;

CLASS CODE: 3449

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Page 2

Ability to communicate effectively both verbally and in writing;
Ability to exercise tact, good judgment and initiative;
Ability to learn new resources and procedures;
Ability to understand and interpret policies;
Ability to deal with stressful situations and difficult customers.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Completion of two years (60 semester hours) of course work at an accredited college or university; PLUS two years' experience working in retail customer service, a library or an educational setting.

CERTIFICATES AND LICENSES REQUIRED:

None

NECESSARY SPECIAL REQUIREMENTS:

None

ESTABLISHED: May 2, 2013