

Service Coordinator

JOB TITLE: Service Coordinator

FLSA STATUS: Exempt

GRADE: 39

DEPARTMENT: Public Services

APPROVED DATE: 05/2014

REVISED DATE: 08/2019, 02/2022

Job Summary

Serve as system-wide coordinator for a community of practice. Supports the community library staff in the delivery of programs and services in a specific area of focus.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. 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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Support the programming and service work of community library staff.
2. Work with community library staff to realize both a local and system-wide vision for a specific area of focus.
3. Identify trends and customer demands in assigned area of community of practice.
4. In collaboration with a community of practice, identify training and resource needs for staff.
5. Dedicate essential and significant time to providing direct customer service throughout the Library District, in person, over the phone, and through LibChat services.

6. Coordinate with other communities of practice to ensure a cohesive service across the library district
7. Coordinate with other departments on projects and work.

Community of Practice Areas:

Adult Services

Support the work of the adult services community of practice in collaboration with community libraries staff, which may include business services, information services, continuing education, readers' services, etc.

Early Literacy

Support the work of the early literacy community of practice in collaboration with community libraries staff, which may include story times, programs, and services, for young children.

School Age

Support the work of the School Age services community of practice in collaboration with community libraries staff, which may include homework help, programming, and services for school age children.

Teen/Tween

Support the work of the Teen/Tween Services community of practice in collaboration with community libraries staff which may include programming and services for teens and tweens.

Programming Services

Support the work of the programming community of practice in collaboration with community libraries staff, which may include system-wide programming such as summer reading, coordination of program stakeholders, and system-wide program support infrastructure.

Additional Duties and Responsibilities

1. Serve on various library committees as assigned.
2. Prepare correspondence, reports, and publications.
3. Train new staff as needed.
4. Participate in ongoing professional development.

5. Assist with special projects as required.
6. Coordinate library volunteers as needed.
7. Perform other duties as assigned.

Supervision

The position typically reports to the manager of a major functional area such as a District Manager. Supervision of the work of others is not a normal part of the work of these positions, but incumbents may be asked to facilitate teams and projects as well as participate in the training of other staff in library-related work.

Knowledge, Skills, and Abilities

1. Knowledge of public library resources, programs, and services.
2. Knowledge of the principles of intellectual freedom in public libraries.
3. Strong customer service and communication skills.
4. Strong organization and attention to detail.
5. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
6. Ability to communicate effectively with diverse audiences.
7. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
8. Ability to work independently and to set priorities.
9. Ability to handle and resolve customer issues effectively.
10. Ability to operate relevant computer systems including hardware and software, such as Microsoft Office, electronic databases and electronic content platforms, e-mail, chat, social media platforms, and internet navigation in addition to other office equipment and security systems.
11. Ability to travel to community libraries and various other sites to perform the essential functions of the position.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Master's degree in library science from an American Library Association (ALA) accredited university required.
2. Two years of recent, related professional experience required.
3. Provide a Washington State Librarian certificate within 60 days of hire.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent must occasionally lift and/or move objects or materials weighing up to 35 pounds.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.