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# Customer Experience Assistant - Parkland/Spanaway - 2 positions - 32 and 40 hour

Customer Experience

Tacoma, WA • ID:832-485 • Full-Time/Regular

**Customer Experience Assistant - 2 positions - 32 and 40 Hours**

**Pierce County Library System**

## Compensation

Pierce County Library System offers a compensation program which recognizes qualifications and experience relevant to each position. The starting pay is established typically within the hiring range below

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**Hiring Range:** \$21.18 – \$24.55 per hour (2021 rates)

**Pay Grade Range:** \$21.18 – \$28.46 per hour (2021 rates)

**FLSA Status:** Hourly, Non-exempt

**Position Status:** Regular

**Hours Per Week:** 40 and 32 Hours

**Schedule:**

32 Hour Position:

Sundays: 12:15-5:15pm

Mondays: 9:15am - 7:15pm

Tuesdays: 9:15am - 7:15pm

Wednesdays: OFF

Thursdays: OFF

Fridays: 8am -6pm

Saturdays: OFF

40 Hour Position:

Sundays: OFF

Mondays: OFF

Tuesdays: 8am - 5pm

Wednesdays: 10:15am - 7:15pm

Thursdays: 10:15am - 7:15pm

Fridays: 9:15am -6:15pm

Saturdays: 8:15am -5:15pm

Schedule is subject to change.

**Union Status:** Represented

**Closing Date:** 5:00 p.m. on Friday, December 10, 2021

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**Provides high quality customer service for diverse customers of all ages at assigned library location(s). Assists customers in gaining access to a wide variety of services, including, but not limited to, library accounts, public technology assistance, and readers' advisory services. This position supports the library in providing direct customer service to all library customers.**

## **Essential Functions**

*Class specifications are intended to provide a descriptive list of the range of duties performed by employee in the class. Specifications are not intended to reflect all duties performed within the job.*

- Delivers high-quality, customer-focused services to diverse customers of all ages.
- Works with customers in person, by telephone, and digitally.
- Communicates and applies the Library's policies and procedures, addresses and assists in resolving customer concerns, incidents, and complaints.
- Performs routine circulation and customer account management duties (e.g. check in/out materials, shelving, process holds, library card registration, cash handling, and account inquiries).
- Provides basic reference and readers' advisory assistance in person, online and other various formats.
- Provides hardware and software support for customer-accessed technologies, instructs and troubleshoots customers' access to databases and electronic collections.
- Provides assistance to customers to locate library materials in the building and online, promotes library services.
- Processes, sorts, and shelves library materials as necessary; maintains periodicals.
- Prepares and maintains displays; updates bulletin boards, posters, and flyers.
- Counts and balances deposits and prepares weekly financial reports.
- Acts as Person In Charge, as delegated or scheduled.
- Assists with program support as directed by a Supervisor or Librarian.
- Participates on project teams and committees, as appropriate and within the scope of the position summary and essential functions.
- Routinely provides customer feedback to supervisors to ensure the customer's voice and perspective is received and reviewed.
- Brings matters of public concern regarding waste, inefficiency, corruption, discrimination, and safety to the attention of Library Management.
- Demonstrates punctuality and regular and consistent attendance.
- Performs other duties as assigned or required.

## **Additional Duties and Responsibilities**

*Duties are considered non-essential and include the following:*

- Reports to a Customer Experience Supervisor. May direct the work of additional staff and Volunteers, under the direction of a supervisor. Will act as Person in Charge as delegated or scheduled.

## **Core Skills & Qualities / Leadership Competencies**

Employees are expected to demonstrate the following qualities at all times:

- Customer Focus

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- Positive Attitude
- Professional Integrity
- Diversity

## Required Knowledge, Skills, and Abilities

*The employee is expected to perform or possess the following:*

### Minimum Requirements including Education, License or Certifications:

- Associate's Degree in a related field, and
- Two years public library/customer service experience; OR
- Any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.
- Depending on area of assignment, a valid Washington State Driver's License may be required.
- Must pass criminal background screening prior to hire.
- May be assigned to work at multiple locations. The ability to work evenings and weekends on a rotating schedule and to adapt to schedule changes.

### Technology Requirements:

Required:

- Ability to effectively navigate basic electronic record creation and storage (e.g. timecard/HRIS, performance review, network drive storage)
- Use of basic office equipment (e.g. PC, printer, copier, phone, fax, mouse, security alarm)
- Basic keyboard and alpha/numeric data entry skills
- Basic PC navigation skills in a windows based environment; ability to connect and print
- Ability to navigate, search and use basic web functions and applications
- Intermediate MS Office Suite skills (e.g. Outlook, Word, Excel) to satisfactorily complete job responsibilities – All other roles
- Specialized equipment or software skills sufficient to satisfactorily complete job responsibilities (e.g. HRIS)

Desired:

- Integrated Library System, Inventory or Data Management system experience
- Ability to successfully complete Basic MOS Certification or Course
- Digital media, digital collections and ebooks knowledge

### Physical and Environmental Conditions:

Work is conducted in a normal office setting or library environment that provides comfortable lighting, temperature and air conditions and/or regular contact with public. When delivering service outside of PCLS locations, weather, physical, and environmental conditions will vary and work will adhere to additional PCLS safety protocols. Occasional light lifting, such as three to four reams of paper, four or five books, or other library materials up to 35 pounds may be required. Subject to sitting and standing for extended periods of

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Work may be performed in a library environment and involve regular contact with the public, and/or require push/pull loaded carts.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

**Benefits:**

- Sick Leave
- Medical, Dental, and Basic Life Insurance
- Long-Term Disability
- Vacation
- State Retirement System
- Employee Assistance Program
- Employees have an opportunity to participate in the Tax Sheltered Annuity Program and the Deferred Compensation Program.
- Additional life insurance for the employee and family is available through payroll deduction.

This position is located at 13718 Pacific Ave. S, Tacoma, WA. [View the Google Map in full screen.](#)



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