

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
BUSINESS SERVICES SPECIALIST	NON-EXEMPT
Division	Pay Grade
ADULT SERVICES	27

JOB SUMMARY

Serves the public in their use of library resources by providing reference assistance, information, and instruction through a variety of means, including in person, by telephone or electronically. Responsible for developing and managing assigned areas of the third floor collection and other support duties including maintaining equipment, resources and work areas; processing and inspecting related materials; and data entry. Serves as a secondary point of contact for activities related to the Library to Business (L2B) program, including Libraries Build Business (LBB) and Community Navigator Pilot Program (CNPP) grant programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs customer service for the library. As the first and sometimes only person that a patron may be in contact with, customer service is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets patrons at their point of need.
4. Performs all aspects of the Reference Specialist position.
5. Works closely with the Business Services Coordinator to further outcomes of the library's business programs, including the LBB and CNPP programs.
6. Acts as contact for matters related to the LBB and CNPP programs, including in person, by telephone or electronically.
7. Assists with activities related to The Studio, including certifying use of the equipment by members of the public.
8. If assigned, develops assigned areas of the nonfiction collection as outlined in the Reference Specialist position job description.
9. Works the Greeter desk as assigned.
10. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's degree from an accredited college or university; and
- 1 year of relevant experience; or
- The equivalent combination of education and experience with business experience preferred.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must have a current driver's license valid in the State of Wyoming or the ability to obtain one within six months of hire date. Reasonable accommodation upon request.

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- Proficiency with a variety of software programs and systems related to the operations of the library including word processing, internet, scheduling/calendaring/email, integrated library systems, and operating systems.
- Working knowledge of public library operations.
- Ability to supervise, coach, train, and lead volunteers.
- Proficiency in applying good customer service skills.
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks.
- Ability to work flexible work schedules including weekends and holidays.
- Ability to speak, read, comprehend, and write the English language.
- Ability to effectively and efficiently utilize and search computerized bibliographic databases.
- Ability to enter data into computerized databases, spreadsheets, documents, and/or other systems.

REPORTING RELATIONSHIPS

Reports to: Adult Services Manager

Supervises: None

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files and stacks of material from one location to another.

DATE LAST REVISED: 11/2021