

Spokane County Library District

CLASSIFICATION: E13**POSITION TITLE:**

Circulation Supervisor

GENERAL PURPOSE:

Responsible for District circulation services in an administrative region and coordinates between regions.

POSITION SUMMARY:

Under the supervision of a Branch Services Manager, oversees, coordinates, supervises and executes circulation services and the consistent application of circulation policies and procedures throughout an administrative region; reviews circulation policies, procedures, and activities and recommends changes as appropriate. Interviews, hires, trains, supervises and evaluates circulation staff in the resource library and assists in the interviewing, hiring, training and evaluating of regional circulation staff. Ensures that circulation staff receive training, coaching, and mentoring necessary to meet performance standards. In conjunction with Branch Supervisors and Lead Librarian, ensures appropriate staffing, organizes and schedules circulation coverage within the region. Coordinates with counterpart in corresponding region to ensure District consistency. Responsible for resolution of circulation related customer concerns or problems.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinates the application of circulation policies and procedures throughout an administrative region under the direction of a Branch Services Manager.

Supervises the circulation department in a resource library.

Interviews, hires, trains, supervises and evaluates resource library circulation staff and assists in the interviewing, hiring, training and evaluating of regional circulation staff; ensures all circulation staff receive training, coaching, and mentoring necessary to meet performance standards, in collaboration with Branch Supervisors.

Oversees scheduling of circulation coverage within a region, ensures that circulation resources are properly allocated to meet community and/or regional demand; works closely with Branch Supervisors and Lead Librarian to ensure appropriate staffing.

Responds to customer concerns or problems related to circulation services including fines or fees. May establish payment schedules and is authorized to waive fees or damage assessments as circumstances warrant.

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

Ensures that monies received from customers are accurately receipted and handled consistent with District policies and procedures.

Under the direction of a Branch Services Manager, may be assigned responsibility for review, development and implementation of circulation policies, procedures, processes and services.

May be assigned responsibility for collaborating with IT department staff to test new library computer system circulation features. May assist in developing procedures related to implementation of new library computer system circulation features.

May be assigned to coordinate with the District's contracted collection agency to resolve customer account issues.

May occasionally act as Person-In-Charge of a resource library.

Attends work on a regular and dependable basis.

Performs repetitive motion using arms and wrists, stooping, bending, stretching and lifting up to 40 pounds of library materials or standing for long periods of time.

Hear, see, speak and listen to individuals in order to successfully interact with staff and customers.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.

Knowledge of:

- Principles and practices of quality customer service;
- Principles and practices of staff training and development;
- Principles and practices of supervision;
- Business applications of office automation; computer systems and associated software, Internet.

Ability to:

- Train subordinate staff in quality customer service behaviors;
- Test and evaluate new library computer system circulation features and other circulation-related software;
- Consistently demonstrate quality customer service behavior(s);
- Maintain confidentiality of customer information;
- Communicate effectively with staff and customers both orally and in writing;
- Work effectively with co-workers and customers in a cooperative and respectful manner;
- Use computer systems, monitor, keyboard and mouse and various software programs to access appropriate information, such as customer accounts, timesheets, email, Intranet news, documents;
- Establish and maintain effective working relationships;
- Read materials in print and electronic format;
- Use problem solving skills, initiative, and sound judgment; manage confidential information;
- Manage detail; recognize and set priorities;
- Work quickly and accurately; follow directions; meet deadlines;
- Lift office supplies, books, and other materials, weighing up to 40 pounds;
- Transport oneself to other locations to perform work, and/or attend work related meetings, workshops, or conferences.

MINIMUM QUALIFICATIONS:

AA Degree in liberal arts or related field required, Bachelor's degree preferred; five years recent responsible experience in direct customer service, including three years recent supervisory experience. Two years increasingly responsible work experience in a library setting preferred; public library experience preferred. Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training, or experience that assures satisfactory performance of essential job functions;

Must be able to successfully pass a background check;
Valid driver's license and normal risk insurability preferred;
Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

General office equipment including, but not limited to, personal computer, mouse, keyboard, computer screen, with associated office software, library information systems, and the Internet.

Uses common off-the-shelf products to clean and process library materials and surfaces.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office/library environment while standing or sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity in order to successfully interact with customers and co-workers. May occasionally push/pull items, and/or lift/carry items up to 40 pounds, reach with hands and arms, stoop, bend or kneel as needed. Vision requirements include close vision and ability to adjust focus. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Exempt Salary Range: E13

Revised: 07/05/11