

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Library Supervisor		
Reports to	Operations Manager	Supervises	Public Services Associate Public Services Technician
FLSA/WMWA Status	Eligible for overtime	Remote Work Status	Not eligible for remote work
Revision Date	April 2024	Compensation Band	MP1
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
With oversight from the Operations Manager, this position supervises staff and day-to-day operations at a District library.

Qualifications	
The ideal candidate will be able to build relationships at all levels and have three years' customer service experience, with two years of supervisory experience. The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	model behavior for high levels of service
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Proper cash handling procedures
	Principles and methods of supervision, management, and training
Microsoft Office and other software applications	
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed are intended only as illustrations of the 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.

Coordinates with other departments to resolve issues pertaining to buildings, equipment, materials, and daily operations.

Conducts storytimes and library programs.

Recommends revisions to policies, procedures and/or processes to improve workflow and/or customer experience.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

Enforces the Code of Conduct.

In addition, this position may:

- Serve as the District liaison to local Friends of the Library.
- Assist customers with material check out, use of personal technology devices, place & retrieve holds.
- Provide direct library service to customers; perform readers' advising and information services in response to customer inquiries; assist in circulation services.
- Assist customers with material check out, use of personal technology devices, place & retrieve holds; sort, shelve and organize library materials.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.
- Clean and disinfect work and public areas of the library.

Performs other duties as needed or as directed.

Supervisory Responsibilities

The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

Work Environment

Work is performed in a library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

Psychological Demands

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.