

Position Title	Operations Supervisor		
Working Title			
FLSA Status	Eligible	Job Code	0915
Salary Band	MP1	Revised	1/2019

### General Purpose

With oversight from the Customer Service Manager, this position assigns tasks and monitors workflow at a District library; provides administrative and technical assistance for operational services in the District and schedules Operations staff throughout the District.

### Illustrative Examples of Duties and Responsibilities

Interviews, hires, trains, supervises and evaluates assigned staff; ensures assigned staff receive training, coaching, and mentoring.

Supervises circulation and customer services at a District library; consults with the Customer Service Manager to resolve customer or circulation-related issues; works closely with Managing Librarian to ensure appropriate service delivery and staffing levels.

Schedules Operations staff District-wide and adjusts daily schedules as needed to cover unexpected absences; assigns daily tasks and monitors workflow.

Assists Customer Service Manager in designing training of Operations staff.

Assesses damage charges for library materials; arranges payment plans and tracks accounts for collection agency referrals.

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

Performs tasks to support record-keeping requirements related to customer and collection agency accounts.

Responds to and resolves routine complaints and complaints referred by other District staff; refers inquiries or issues to other departments or staff as appropriate.

May assist the Customer Service Manager, the IT Department and/or the Finance Office in managing records, preparing reports and maintaining files for the District's daily credit card transactions, monthly customer account maintenance and lost paid materials.

Performs other related duties as assigned.

### Supervision

Reports to: Customer Service Manager

Supervises: Library Assistant



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250  
Argonne Library  
509.893.8260

Cheney Library  
509.893.8280  
Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320  
Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340  
North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390  
Spokane Valley Library  
509.893.8400

## Minimum Qualifications

### Required

- Associate's degree
- Four years customer service experience
- Recent experience in a library setting

### Preferred

- Bachelor's degree

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

## Necessary Knowledge, Skills & Abilities

### Knowledge of

- Library services and resources.
- Proper cash handling procedures.

### Skill in

- Use of computer systems and various software programs, including ILS.

### Ability to

- Train and direct the work of other staff.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s).
- Interact in a professional and respectful manner with District staff and the public.
- Maintain confidentiality of customer information.
- Establish and maintain effective working relationships in a team environment.
- Use initiative, problem-solving skills, and sound judgment.
- Work quickly and accurately, follow directions and meet deadlines.

## Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.



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## Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

*The duties listed above 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.*

*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.*



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