

Position Title	Assistant Library Manager		
Working Title			
FLSA Status	Eligible	Job Code	0915
Salary Band	MP1	Revised	11/2023

General Purpose

With oversight from a Library Manager, this position supervises circulation services at a District library.

Illustrative Examples of Duties and Responsibilities

Supervises circulation staff at a District library.

Provides direct library service to customers, performs readers advisory and information service in response to customer inquiries; assists with circulation services as needed.

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

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 customer experience.

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

Responsible for the cash handling process.

Investigates cash inconsistencies and errors.

Oversees periodical processing.

May oversee daily operations of a District library during the absence of the Library Manager.

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.

May sort, shelve and organize library materials.

May perform seasonal tasks such as shoveling snow and spreading ice melt.

May prepare the library for opening and/or closing.

Cleans and disinfects work and public areas of the library as needed.

Performs other related duties as necessary.

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.

Supervision

Reports to	Library Manager
Supervises	Public Services Associate

Qualifications

The ideal candidate will have four years of customer service experience and recent supervisory experience.

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 Microsoft Office and other software
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

Work is performed primarily in a library environment. Work may be performed at off site locations during outreach activities. Work may be performed outdoors and exposure to extreme weather conditions may occur. The noise level is usually moderate.

Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.

May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

Special Requirements

Background check required, per policy
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 various locations to perform work, and/or attend work-related meetings, workshops or conferences.

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.