



Guernsey County District Public Library

## Customer Service Supervisor Full Time

### Job Description

**Department:** Crossroads

**Reports to:** Assistant Director

**Pay Grade/Classification:** \$17.50 hr., Administration

**Effective Date:** 2/12/2024

#### **Summary**

This position is responsible for the direct supervision of the public service staff at the Crossroads Branch primarily, but also at the Byesville and Downtown locations as well. This position will work closely with the Assistant Director to ensure the highest quality of internal and external customer service by assisting with training, scheduling, coaching and mentoring of Library Assistants. Standard administrative duties such as ordering office and cleaning supplies, reconciling the daily cash report, attending meetings, and coordinating with other administrative staff on various projects and programs is also required.

#### **Nature of Work**

This position performs skilled duties requiring adherence to standards of accuracy, timelines, tact and confidentiality. Position requires ability to move and shelve heavy books. Availability to work a varying and flexible schedule including evenings and weekends is required. Worker must have a valid driver's license and be able to successfully pass a background check.

#### **Personal Contacts**

Continual and demanding contact with the staff and public. Coordinates duties with other administrative staff to complete tasks and ensure orderly operation of the front desk at the three library branch locations.

#### **Essential Functions** (Including, but not limited to)

- Strives to meet the objectives of the library as established by the Board of Trustee's.
- Directly supervises public service staff at the Crossroads Branch, and occasionally the Byesville and Downtown branch.
- Assists with evaluating, mentoring and training of new and existing Library Assistants.
- Sets individual performance standards and holds staff accountable.
- Maintains daily desk schedules.
- Assist with problem solving as it relates to internal and external customer service.
- Promotes and maintains knowledge of library services and programs.

- Works with the fiscal officer to oversee the daily cash report.
- Responsible for ordering basic office and cleaning supplies, including supplies requested by the Custodian, Tech Services Department, and Administrative Staff.
- Promotes and maintains up to date knowledge about library polices, services and programs.
- Ability to handle and respond to concerns, complaints, and difficult staffing situations with professionalism and tact.
- Effectively communicates and coordinates with other administrative staff.
- Assists with or leads library programs.
- Maintains knowledge of current electronic devices including e-readers, tablets, and iPads, and is able to assist staff or customers with the use of computers, printers, and other electronic devices.
- Maintains confidentiality of library user records and patron information requests.
- Maintains familiarity with new and popular titles and authors, and be able to recommend these titles for staff or customers seeking assistance with Readers Advisory related questions.
- Operates basic office equipment such as computers, phones, copiers, fax machines.
- Keeps work area neat.
- Attends continuing education classes/staff meetings.
- Provides administrative support to other departments.
- May assist with and or lead library programs.
- Performs other duties as required/assigned.
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### **Job Requirements**

**Knowledge:** This position requires advanced knowledge of library practices, policies and procedures. Basic knowledge of computers and other electronic devices and their applications, and library automation functions.

**Skills:** This position requires skills in word processing, filing and using the library equipment including the online catalog and automation system. Needs to be able to operate a computer and other electronic devices. Be able to organize materials in alphabetical and numerical order. Handle small sums of money and make change. Telephone etiquette and interpersonal skills are expected in order to communicate effectively with library coworkers and customers.

**Abilities:** Position requires ability to lead, develop and coach public service staff. Applicant must also be able to learn a variety of procedures; perform general physical labor; establish a good rapport with staff, administration, and library users; pay attention to accuracy; work with interruptions; maintain confidentiality; maintain effective working relationships and calm demeanor with fellow employees, supervisors and the public; communicate effectively; and to be flexible when dealing with possible day to day changes in routine and/or job duties. Ability to successfully pass a background check.

### **Education and Experience**

- Bachelor's Degree in a related field is preferred
- Previous supervisory experience required.

- Ability to lead and demonstrate strong customer service to both staff and the public is required.
- Strong interest in reading is preferred.
- Previous experience working in a library preferred.

### **Performance Standards**

- Performs assigned duties.
- Meets the objectives of the library as established by the Board of Trustees
- Provides exemplary internal and external customer service to all library staff and customers.
- Deals tactfully and courteously with library coworkers and supervisors.
- Collects and records daily cash reports.
- Offer Readers Advisory services to staff and customers.
- Orders and maintains office and cleaning supplies.
- Keeps work area neat and tidy.
- Maintains confidentiality of sensitive information.
- Exercises discretion when holding conversations in public areas of the building.
- Observes work hours, knowing flexible scheduling is required.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.

### **Core Behavioral Attributes**

We expect that all employees work together to promote and support the library in providing free and equal access to ideas, information, resources, programs and services. To foster and encourage a love of knowledge, reading and education. And to endeavor to meet the needs of all customers both internal and external.

### **Physical Demands and Working Conditions**

Employee will regularly perform general physical labor including lifting books, stocking shelves, and unpacking bags, boxes and totes. The employee frequently stands for extended periods of time. Employee frequently bends to floor level and reaches above head to retrieve and shelve items. Employee occasionally lifts up to 30 lbs. Employee frequently pushes a wheeled cart that can exceed 50 lbs. While performing duties of this job, the employee regularly exhibits digital dexterity when working on the computer, and converses verbally with others in person and by telephone.

*The following physical demands are typically exhibited by position incumbents performing this job. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicants identify tasks where reasonable accommodations may need to be made when an otherwise qualified candidate is unable to perform the job's essential duties because of an ADA disability.*

*Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and

perform duties by the employee's supervisor or designee. Job descriptions may be reviewed and changed at any time, with or without notice, in accordance with the needs of the Guernsey County District Public Library. By signing the employee acknowledges receipt of this job description.

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Employee Signature

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Director's Signature

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Date