



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Public Services Supervisor

Department: Library

Reports to: Library Director

Pay Grade: H12

Date Established: 8/2016

Date Revised: 10/2017

FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Public Services Supervisor directs and oversees the daily operations and staff of the Circulation and Reference Divisions. Work includes directing and coordinating the delivery of services and supervision of staff ensuring that library policies and procedures are followed in these areas:

Circulation Services Supervisor – Responsible for managing borrower transactions, payments of fines and fees, homebound patron services, readers advisory services, and general patron assistance. Oversees all staff working in the Circulation Services division.

Reference Services Supervisor – Responsible for managing reference collection development and maintenance, Idaho Archives, newspaper and magazine collections, inter-library loan program, collection purchasing and patron reference services. Oversees all staff working in the Reference Services division.

The Public Services Supervisor works with independent discretion in decision making and execution of responsibilities under general supervision of the Library Director and general guidance of the Associate Library Director. Work includes planning, organizing and implementing division programs, overseeing daily operations and activities, coordinating programs with other library divisions and staff, staff supervision, providing general patron services, addressing and resolving patron issues, and maintaining division records, reports and statistics.

The job requires functional knowledge of library operations and management practices with strong supervisory, customer service and communication skills. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, the Library Board of Trustees other organizations, and the general public.

The work is conducted in a general office and library environment with stable temperatures and a moderate level of noise.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Manages and coordinates the daily activities and staff of the Circulation and Reference Divisions; directs and coordinates work flow. Develops and implements programs, processes and procedures for the assigned Divisions. Expands library services in the community through programming and events. Oversees the marketing of Division programs to promote public participation. Ensures that staff has the resources necessary to accomplish their assignments in a safe working environment. Demonstrates ongoing efforts to improve library services and provide quality services to the public. Assists in daily customer service and operational tasks of the assigned Divisions to ensure customer satisfaction.

Supervises employees in assigned Divisions, including hiring, training, scheduling, assigning work, reviewing performance, motivating, disciplining, and terminating when needed. Maintains an open line of communication with employees within and outside the assigned Divisions.

Identifies discrepancies and resolves irregularities within the guidelines and policies of the library. Interprets and applies library policies and procedures. Ensures patrons have a clear understanding of policies and procedures regarding services offered.

Performs operational duties of the assigned Division as follows:

Circulation – Oversees the maintenance, ordering, and weeding of the adult collection to reflect the needs and interests of the community. Coordinates the delivery of library materials to outreach patrons. Provides reader's advisory services to connect patrons with literature and information.

Reference – Oversees the purchase of books for the reference collection and other non-fiction collections. Manages the Inter-Library Loan Program. Provides patron reference services.

Answers inquiries and provides information and assistance to the public by telephone and in person. Maintains records and handles advanced patron complaints and disruptive individuals as needed.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Library operations and management practices related to the assigned Library Divisions;
- The principles, methods and practices of professional library science;
- Office practices and procedures, statistical analysis and research techniques;
- Policy development and administration;
- Program development and evaluation related to assigned Library Divisions;
- Employee hiring, training, scheduling, evaluation, and disciplinary techniques, methods, and objectives;
- Operation of a personal computer and job-related software applications;
- Customer service methods, techniques, and objectives;
- Federal (OSHA) regulations and City policies regarding safe work practices.

Skill and Ability to:

- Direct, manage and coordinate the daily operations and staff of the assigned Library Divisions;
- Plan, develop, organize, coordinate and implement library services and programs of the assigned Divisions;
- Hire, supervise, train, schedule, evaluate, and discipline employees, including terminations;
- Establish and maintain effective working relationships with employees and the public;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Provide exceptional patron services;
- Develop, implement, and enforce Department policies and procedures;
- Answer inquiries and provide information to the public by telephone and in person;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- Master's degree in Library Science is preferred;
- Three (3) or more years library experience;

- Experience in a supervisory capacity.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, manipulate tools, keyboard and type, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 25 pounds. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.