RITTER PUBLIC LIBRARY

JOB DESCRIPTION

# JOB TITLE: Circulation Team Supervisor

**DEPARTMENT:** Circulation

**SUPERVISOR:** Head of Circulation/Technical Services

**REPORTEES:** Circulation Assistant

# JOB CLASSIFICATION: Non- Exempt

# HOURS: Full -time, with day, evening and weekend hours as needed.

# JOB REQUIREMENTS:

## Education/Experience

High School diploma required*.* Minimum of two (2) years library experience or an equivalent combination of education, training and/or experience. Demonstrated experience or training in directing the work of others. Moderate computing skills necessary (Microsoft Office, word processing, email, web browsing).

## Knowledge/Skills

Ohio Library Council’s *Core Competencies for Library Staff*\*, *Core Technology Competencies for Library Staff\** and *Core Competencies for Circulation\**, library core values\*, library policies and procedures,\* Dewey Decimal Classification System,\* integrated library systems,\* employee training methods\*, knowledge of computer software and programs, including MS Office Suite. Presents a positive, professional image to the public, interacts and responds appropriately to customers and staff, develops and maintains effective working relationships with supervisor, Director, and co-workers, communicates effectively in written and oral form, maintains confidentiality, plans, schedules and organizes work, maintains positive work environment for employees, communicate areas of concern with immediate supervisor. Ability to adapt to changing situations, and assume personal responsibility for job performance.

*\*May be acquired after hire*

## Working Conditions

Works primarily inside the library, in the circulation area. Lifting, moving, shelving of books and other light materials and equipment is a regular part of this job. Sometimes required to attend meetings or training sessions outside the library. Prolonged periods of standing, walking, bending or stooping may be required

# JOB DESCRIPTION SUMMARY:

Ritter Public Library will provide for the educational, informational and recreational needs of the community. Under direction, the Circulation Team Supervisor supports this missionby overseeing theoperations of the circulation department, supervising the department employees and processing overdue materials. The individual in this position ensures excellent customer service through customer focused standards and consistently applied policies.

**JOB RESPONSIBILITIES AND BEHAVIORS:**

* Oversees circulation service operations of the library ensuring efficient workflow
* Performs all duties of a circulation assistant
* Maintains petty cash fund
* Oversees maintenance of circulation desk supplies, including printers, copiers and other equipment
* Processes overdue notices and bills, working with Fiscal Officer
* Schedules department employees weekly
* Manages customer complaints and concerns
* Ensures work is completed consistently ,properly and on time
* Ensures effective communication of information to supervised employees
* Provides leadership and guidance to staff in fulfilling their responsibilities
* Determines department needs with immediate supervisor
* Distributes applications , files and maintains statistics on meeting room usage
* Assists with variety of customer and circulation related duties as needed
* Shelves library materials as needed

Miscellaneous:

* Incorporates new developments onto daily practice
* Performs additional duties and assignments as assigned

*This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Ritter Public Library. Reasonable accommodation may be made to enable someone with a qualifying disability to perform essential functions of the position. Since no job description can detail all duties and responsibilities that may be required form time to time in the performance of a job, duties and responsibilities that may be inherent in a job will also be considered part of the job holder’s responsibility.*

*Any individual who poses a direct threat to the health and safety of herself/ himself or others in the workplace will be deemed not qualified for this position.*

Employee Acknowledgement

I have read this job description and discussed it with my supervisor.

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Employee Date

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Supervisor Date

11/17