CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Supervisor of Operations** **UNION: 231**
SG: 2
DEPARTMENT: **Library** **CS: N**
FLSA: N
EEO4/SOCCODE: PP/25-9090

JOB SUMMARY:

Provides support and supervision; coordinating, planning, organizing and supervising activities of Library Assistants at all Library locations. Develops procedures, processes and service standards to guide the work of staff. Performs customer service duties at public service desks.

Oversees and ensures efficient movement, handling and processing of library materials including coordination with partner organizations and responsibility for all equipment used to move or hold library materials.

SUPERVISORY RELATIONSHIP:

Reports to the Head of Operations. Works under general supervision and the guidance of Library and City policies. Supervises staff within area of responsibility. Works collaboratively with all library staff and partners, city staff, and the community.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Interviews, recommends for hire, trains, supervises, develops performance expectations, monitors performance, and evaluates work of Library Assistants. Makes recommendations and implements employment actions, including discipline with department head approval.

2. Oversees daily activities and performance of Library Assistants to ensure high-quality work, safe and efficient operations: forecasts work group needs, creates work schedules; plans and conducts regular staff meetings; manages timekeeping and responds to requests for time off; resolves questions and conflicts; maintains productive team-based work unit; and participates in and attends appropriate meetings. Monitors staff hours worked to ensure services and projects remain within the parameters of assigned budget, staff resources, and other standards, such as Department of Retirement Systems requirements.

3. Oversees materials movement and handling; including movement between locations via library vehicle, check in, sorting, shelving, retrieving, and packaging.

4. Oversees the operation of, condition, and maintenance of library vehicle, book drops and all equipment used to move or hold library materials. Ensures drivers are authorized, following standard procedures. Serves as point of contact and coordinates with City fleet maintenance staff regarding scheduled vehicle maintenance and other mechanical issues.

5. Liaises, coordinates and collaborates with partner organizations to ensure efficient movement of materials and delivery of services between locations. Serves as main point of contact with college libraries and other partner organizations regarding routine issues.

6. Implements, verifies and applies Library policies and procedures; develops procedures, processes, documentation and guidance material for Library Assistants and resolves questions and conflicts. May provide input and/or recommendations to library policies.

7. Plans and coordinates projects within operational area such as shifting, weeding, and other projects involving library materials. Receives direction from management staff on specific projects to complete, providing input and coordinating logistics to ensure completion. May assist with or provide support to library-wide projects such as space planning or other work groups operations and may provide operational knowledge to assist with logistics and assessing needs. Makes decisions about assigning and allocating library assistant resources for special projects.

8. Provides public service in library departments or branches, including checking materials in and out; responding to questions from the public; and providing basic readers' advisory and ready reference assistance to patrons. Handles overdue questions and issues, negotiates and establishes payment arrangements and limited checkout agreements with patrons; collects payments and makes change. Processes library card applications.

ADDITIONAL WORK PERFORMED:

1. May schedule staff to work on public service desks as needed.

2. May provide back-up to Supervisor of Public Services.

3. May drive library vehicle.

4. May participate in other activities such as committee work, as assigned.

5. Creates and maintains forms or documents that support operations.

6. May provide support for administrative functions such as cash management, records retention, purchasing of supplies or materials, and timekeeping. Serves as back-up to Library Administrative Assistant.

7. Participates in related organizations, conferences, and training to enhance skills and remain current in library and customer service practices.

8. Performs other work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Knowledge of and commitment to the library mission, principles, and 'best practices' of contemporary public services.
- Library policies, procedures and practices.
- Laws, regulations, policies and contractual obligations related to the supervision and evaluation of library personnel.
- Bellingham Public Library operations and procedures and relevant city policies.
- Technologies, library automated systems, computer technology and standard office software.

Skill in:

- Strong analytical skills and collaborative problem solving.
- Written and oral communication.
- Excellent organizational skills; including handling concurrent activities and competing priorities.
- Overseeing, training, coaching, mentoring, and evaluating staff.

Ability to:

- Apply new knowledge and skills.
- Articulate, support, and implement the mission, goals, and policies of the Bellingham Public Library.
- Be accurate, thorough, and timely in the completion of assignments.
- Adapt to changing needs, recognize and set priorities, and to plan coordinate and organize own work and work of others.
- Train, coach, and mentor others.
- Interact with Library staff and public using courtesy, patience, tact and good judgment.
- Work with a diverse population and handle different types of customer situations.
- Effectively coordinate, evaluate, and supervise the work and schedules of a large and diverse staff.
- Plan, implement, and evaluate services and projects within the parameters of assigned budget and staff resources.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
  - Ability to sit or stand for long periods of time performing public service duties;
  - Operate a computer or other machinery such as a keyboard, mouse, phone, and fax machine;
  - Read printed materials;
  - Reach shelves up to six feet high and at floor level;
  - Transport materials weighing up to 25 lbs., often in a confined space;
  - Move loaded book carts that weigh up to 200 lbs.

WORKING ENVIRONMENT:

Much of the work is performed in an office setting with periods of time sitting or standing. Works at a computer workstation, with a variety of office equipment. Works with specialized library equipment and vehicle required for material movement and processing. There is frequent interaction with co-workers and with the public. Travel between branches and other library locations is required. Environment includes a normal range of noise and other distractions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Associate's degree in business administration or related field, or an equivalent combination of training and experience.
- Three years of progressively responsible experience providing service to the public, preferably in a library environment.
- One year of lead or supervisory experience required.
- Experience with Microsoft Office required.

- Experience with integrated library system preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be able to work evenings, weekends and holidays and to adapt to schedule changes on short notice.
- A valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

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12/23

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