CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Supervisor of Public Services** **UNION: 231**
SG: 2
DEPARTMENT: **Library** **CS: N**
FLSA: N
EEO4CODE: PR

JOB SUMMARY:

Provides support and supervision; coordinating, planning, supervising and organizing activities of assigned Public Services Staff, including Library Specialists, Library Clerks and Security and Information Attendants. Develops procedures, processes and service standards to guide the work of staff. Performs customer service duties at public service desks.

Responsible for day-to-day oversight of Public Services functions including account management, revenue collection, cash management and library security. Participates in development of policies and procedures, implements changes and resolves escalated public service complaints.

SUPERVISORY RELATIONSHIPS:

Reports to the Head of Public Services and 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 direct reports. Makes recommendations and implements employment actions, including discipline, with department head approval.

2. Supervises and directs the daily work of assigned non-librarian public services staff, including oversight of off-desk circulation activities such as billing for damages, notifications for missing materials, and other similar tasks.

3. Creates detailed work schedules for all library public services staff to ensure appropriate staffing levels at all public service points and locations. Makes recommendations to improve staffing and service levels at public service points. Manages timekeeping and responds to requests for time off. 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.

4. Resolves escalated public service complaints related to library account issues, including payment plans, progressive action, or other steps to resolution. Recommends and implements improvements to public service policies and procedures related to account management. Retains knowledge and keeps up-to-date on point-of-service system and troubleshoots issues as they occur.

5. Coordinates and troubleshoots issues for daily revenue collection and cash management at public service points; including account payments, public copiers and print revenue. Participates in development of revenue management procedures. Coordinates any changes to revenue collection procedures with involved stakeholders, such as the Administrative Assistant and City Finance.

6. Supervises, oversees, and directs the daily work of Security and Information Attendants. Recommends and implements procedures to improve library safety and security. Consults with manager about policy direction.

7. Participates in library emergency planning, provides input, and assists with development, interpretation, and implementation of policies related to safety and security.

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 Library Assistant staff as needed.

2. May provide back-up to Supervisor of Materials Handling and Distribution.

3. May drive library vehicle as needed.

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

5. 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.

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

7. Performs other related 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:
- Written and oral communication.

- Strong analytical skills and collaborative problem solving.
- 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 staff.
- Plan, implement, and evaluate services and projects within the parameters of assigned budget and staff resources.
- Maintain consistent and punctual attendance.
- Demonstrate the city's Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
  - Ability to stand for long periods of time performing public service duties;
  - Visual acuity sufficient to read a computer screen or typewritten page;
  - Reach shelves up to six feet high and at floor level;
  - Lift and carry materials weighing up to 25 lbs., often in a confined space;
  - Push 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 and specialized library equipment. There is frequent interaction with co-workers and with the public. Travel between library 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 willing to work various shifts depending upon the needs of the Library including evenings and weekends 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.

PREPARED BY: R. Judd
J. Vander Ploeg
R. Delker
A. Sullivan
6/19

REVIEWED BY: _____
Rebecca Judd, Library Director