

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Library Customer Service Supervisor	Job Family: 4
General Classification: Professional	Job Grade: 22

Definition: To develop, plan, organize, and supervise all activities of the customer services work group and function; to be a principal point of contact with Library customers; and to perform complex duties related to circulation systems and equipment, including integrated library systems and automated materials handling systems.

Distinguishing Characteristics: This position is a single-class position that reports directly to the Library Manager, Support and Customer Services. Exercises direct supervision over Library Assistant staff and assigned hourly staff. Exercises technical and functional supervision over paraprofessional and/or clerical staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Recruit, select, train, supervise, evaluate, organize, coordinate, schedule, and direct Library Assistants and assigned hourly staff.
2. Implement circulation standard operating procedures and system policies; assure circulation operations are consistent with overall Library policies, procedures, philosophies, and objectives.
3. Utilize software and hardware resources effectively to accomplish work group and Library-wide goals.
4. Provide service and information to the public; investigate and resolve complaints; recommend alternatives or changes needed.
5. Evaluate operations and activities of work group; recommend improvements.
6. Monitor, plan, and administer program budget, including receipt of public fees, oversight of daily cash reconciliation, billing, payments, and collections as well as personnel and supplies budget.
7. Compile and prepare statistics and reports for work group.
8. Troubleshoot, maintain, and arrange service calls for circulation systems and equipment.
9. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Public library principles, practices, technology, terminology, and organization; customer service principles; modern office procedures, methods, and computer equipment, including Microsoft Office applications; integrated library systems and automated materials handling systems; team building and change management approaches.

Ability to: Coordinate and direct an area of assignment; have a high level of understanding in all Library policies and procedures; have a key role in maintaining and developing Library customer relationships; analyze staffing needs and adjust for efficiency and cost savings; provide exceptional customer service; communicate clearly orally and in writing; reason through a problem and find appropriate creative solutions; multi-task and prioritize in a fast-paced, demanding environment; interpret and articulate Library policies and procedures; manage and lead change; use Library computer software and equipment effectively, including integrated library systems and automated materials handling systems; establish and maintain effective work relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Three years of experience working in a library customer service or circulation department, including at least one year supervisory experience. A bachelor's degree from an accredited college or university.

Required Licenses or Certificates: Possession of, or ability to obtain, a valid California driver's license.

Working Conditions: In addition to the regular work schedule, this position will be required to work evening and weekend rotations.

Established April 2013

Revised _____

CLASS SPECS

CS009-P