

Reddick Public Library District

JOB DESCRIPTION

TITLE: Supervisor

SALARY REVIEW: Annually

CLASSIFICATION: Full-time, Non-Exempt

REPORTS TO: Director or Public Services Coordinator

NOTE: Supervisor is frequently a job duty of another library job.

Duties:

- Serves as person in charge of the building and staff at designated times.
- Maintains vigilance of surroundings to ensure library and patrons are well served.
- Provides consistent, excellent customer service to internal and external customers.
- Performs all circulation assistant duties and works the circulation desk when assigned.
- Assists patrons with use of library materials, equipment, and services.
- Acts as head of reference services and technology help.
- Performs opening and closing procedures when necessary.
- Ensures all public service points have adequate staff coverage and adjusts staff as needed.
- Uses good judgment in troubleshooting building, patron, and internal issues and reports to appropriate staff and authorities as needed.
- Understands and interprets policies, procedures, and expectations and implements to patrons and staff.
- Supports service staff throughout difficult situations and follows up appropriately.
- Attends meetings and actively seeks professional development opportunities.
- Attends and participates in policy and procedural training as assigned.
- Recommends policies and procedures related to department.
- Serves as notary public to patrons.
- Establishes and maintains effective work relationships.
- Communicates effectively and frequently with all staff members on service points.
- Informs Director of pertinent information.
- Cooperates as a team member in performing any duty essential to the achievement of efficient library operations.
- Other duties as assigned.

Qualifications:

- Minimum Library Technical Assistant certification or associate's degree and/or equivalent work experience.
- Previous public library experience preferred.
- Strong professional public service, interpersonal, organizational, and leadership skills.
- Ability to remain calm under pressure.
- Ability to obtain notary public designation.
- Demonstrated ability to communicate well in English, both orally and in writing, required. Ability to communicate in Spanish desirable.
- Competency in Microsoft Office products required.
- High level of proficiency using Internet, email, online searching, and Windows operating systems in a desktop computing environment.
- Must be able to work evenings and weekends.