JOB DESCRIPTION

Position Title: Circulation Assistant Manager

Classification: I

Supervisor Title: Circulation Department Manager

FLSA Status: Exempt

# REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

# POSITION SUMMARY

Under the supervision of Circulation Manager, this position supervises assigned staff and facilitates superior library service to patrons by ensuring that staff are well trained, providing a high level of customer service, and participating in interdepartmental teams.

Additional responsibilities/functions will be assigned by the Circulation Manager on the basis of experience, skills, and specific needs of the department.

# REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  Master’s Degree) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, facilitating groups in meetings and programs.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, maintaining and organizing digital files, and instructing and training others to use technology.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, planning for long term tasks, and managing time independently.
* **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources and instructing others to access and use library resources.
* **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
* **Instruction and Facilitation** includes instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
* **Core Library Tenets** include understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.

1. Thorough working knowledge of integrated library systems as well as other library applications.
2. Thorough knowledge of general library philosophy, including the Library Bill of Rights, and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
3. Working knowledge of project planning and implementation.
4. Working knowledge of alphabetical and numerical systems and the ability to apply those systems to library materials.
5. Knowledge of budget preparation, administration, and supervisory methods and techniques.
6. Five years’ work experience or three years library experience.
7. Experience in training and customer service.

# ESSENTIAL FUNCTIONS

1. Assists the Circulation Manager in overseeing departmental workflows and services for the Circulation Department including ensuring the budget is being met and that all staff understand their roles and responsibilities in meeting patron needs.
2. Hires, trains, coaches, schedules, disciplines, evaluates, and supervises assigned staff.
3. Serves as person in charge in the Circulation Department in the absence of Circulation Manager.
4. Helps to develop strategic goals, processes, and procedures for the Circulation Department.
5. Works in conjunction with the Circulation Manager to train, motivate and reward staff, providing guidance and assistance for staff regarding daily workflow.
6. Serves as Person in Charge by interpreting and implementing library policy and working closely with the security monitor to resolve issues.
7. Provides customer service to patrons including registering patrons for library cards, checking out and renewing materials, redirecting to other departments, and assisting with simple material searches.
8. Participates in appropriate local, state, and national organizations.
9. Participates in relevant training, continuing education and/or staff development.
10. Performs other duties as assigned.

# WORK ENVIRONMENT

Work is normally performed in a typical interior/office work environment. This role routinely uses standard office equipment such as computers, phones, the automated materials handler and photocopiers. Noise level may vary from quiet to loud. Some remote work may be available. The employee is required to work evening and weekend hours.

# PHYSICAL REQUIREMENTS

1. Constantly communicates with other staff and patrons.
2. Constantly discerns items near and far.
3. Constantly operates a computer and other office machinery, such as printers, copiers, and other equipment with touch screens and push button keys.
4. Occasionally positions self to retrieve and place materials located near the floor and up to 6’ high.
5. Occasionally moves about the department to retrieve, place materials, or assist patrons.
6. Occasionally operates the automated materials handler.
7. Occasionally moves, transports, and positions materials up to 50 lbs.