

Crete Public Library District

Position Description: Patron Services Supervisor

Status: Full-time non-exempt

DEFINITION: Under the direction of the Patron Services Manager, assists in the daily supervision of department activities. Manages most department operations in the absence of the Department Manager.

- Provides consistent gracious and friendly service to internal and external customers.
- Understands and enforces library policies and procedures while safeguarding confidential and restricted information.
- Actively pursues opportunities to increase knowledge of current technology and library trends.
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the library throughout the community.

DUTIES AND RESPONSIBILITIES:

1. Regularly works the Patron Services Desk, fulfilling the duties and responsibilities defined in the Patron Services Assistant job description.
2. Distributes and communicates information appropriately to Patron Services staff.
3. Assists with supervising and training department staff as assigned.
4. Responsible for helping implement department initiatives, training, and activities supporting the library's long range plan.
5. Attends continuing education/professional programs, workshops, and meetings as assigned.
6. Assists Patron Services Manager with conducting staff meetings.
7. Assists Patron Services Manager with any special projects or tasks as assigned.
8. Keeps work areas neat and orderly.
9. Performs other duties as assigned by Patron Services Manager.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Proficient ability to establish and maintain effective working relationships with staff, public, and trustees.
2. Proficient ability to empathize and relate to the needs of all patrons.
3. Proficient ability to exercise reasonable and independent judgment and discretion.
4. Knowledge of public library circulation principles and techniques including automated circulation system.
5. Knowledge of PC and office software applications.
6. Ability to communicate effectively orally and in writing, in English.
7. Ability to manage and prioritize multiple tasks.
8. Ability to remain calm and effective in difficult situations.
9. Ability to adapt to and effectively manage change.
10. Ability bend, stoop, lift and carry.

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Three years of public library circulation experience, some LTA coursework or equivalent training preferred.
3. Willingness to work evenings and weekends.
4. Access to transportation.