CUSTOMER SERVICE DEPARTMENT SUPERVISOR
BRUNSWICK LIBRARY – FULL TIME

Requisition ID 1133

REQUIRED KNOWLEDGE AND ABILITIES TO PERFORM THE FOLLOWING:
The Medina County District Library is seeking an energetic, friendly, progressive individual to join its Customer Service department. This position supervises and directs the work of department employees, and plans, develops, coordinates and implements department services related to the circulation and use of library materials. The Customer Service Supervisor fosters, maintains, and exhibits the departmental goal of providing excellent customer service to all library users, in person, over the phone, and via online communications. In addition to supervisory responsibilities, the Customer Service Supervisor is responsible for handling and overseeing the opening of accounts, fines and fees, processing of holds materials, U.S. passport services, and problem-solving patron accounts. The Customer Service Supervisor is part of the supervisory team that works with the branch manager to coordinate building wide operation and goals and serves on system-wide teams and committees. Reports to the Branch Manager.

QUALIFICATIONS:
Bachelor’s degree and minimum of two (2) years’ library experience and supervisory experience preferred. An equivalent combination of education, training and experience will be considered. A strong background in customer service and excellent communication skills to effectively lead a team are desired. The ability to embrace change, strategize, and possess a high degree of proficiency in Microsoft Office suite including Excel, Word, and PowerPoint are desired.

SALARY: $18.73 per hour or commensurate with experience and qualifications

BENEFITS: 22 days vacation; sick leave, holidays, group health benefits; Public Employees Retirement System; paid professional dues

HOURS: Full-time; 37.5 hours per week including some evenings and weekends

HOW TO APPLY: Internal Applicants - Via your ADP Account
Exterior Applicants - Via https://mcdl.info/employment

DEADLINE FOR APPLICATION: Open Until Filled; cover letter submission required

MEDINA COUNTY DISTRICT LIBRARY is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.

2/12/2024