

Are you ready to “*Find Yourself Here*”? At the top public library system in the Nation.

CCPL is currently seeking a Branch Services Clerk Supervisor here in Northeast Ohio.

Review the summary of the job description below AND apply today: [6192694:Career Search \(saashr.com\)](https://6192694.careersearch.saashr.com)

Branch Services Clerk Supervisor

GENERAL SUMMARY

Under limited supervision, supervises and directs circulation staff and services. Participates in customer service and clerical functions related to the circulation of library materials including checking materials in and out, answering customer questions, processing card applications, answering phones, collecting fines, and accepting passport applications. Ensures circulation operations are performed so that the goals and objectives of the library system are met. Handles complex customer inquiries and complaints through resolution.

ESSENTIAL JOB FUNCTIONS

1. Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
2. Participates in the hiring process.
3. Performs various supervisory functions to facilitate circulation operations such as training clerical staff in equipment operation, policies, and procedures; conducting clerical employee evaluations; ensuring CCPL policies and procedures are maintained; and establishing work priorities and assigning job tasks.
4. Provides customer service to library patrons including answering questions regarding library services, policies and procedures, providing general information about the library, and responding to patron inquiries.
5. Performs as needed, all branch circulation functions in the integrated library system. Answers customer questions regarding the completion of forms, takes passport photos, collects funds, and completes appropriate sections. Assists customers with self-fax and copy machine tasks. Instructs customers on use of self-check machines.
6. Prepares and updates work schedules to meet staffing demands including arranging for substitutes as delegated.
7. Maintains records of fines and fees, prepares deposits.
8. Prepares branch circulation reports.
9. Maintains inventory of branch supplies including organizing storage and ordering replacements.

10. Verifies and approves employee time records.

11. Performs or delegates word processing, data entry or typing of correspondence, schedules and other forms as assigned.

12. Oversees and performs the sorting, processing and distribution of all incoming and outgoing delivery including "in-reach" materials.

13. May assist in opening, closing and monitoring building and in maintaining building security and safety standards as assigned.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Summary Minimum Education & Experience Required

1. High school diploma or GED.

2. At least three years work experience as a Branch Clerk or similar position. Previous supervisory experience strongly preferred.

3. A combination of appropriate education and experience may be substituted for the minimum experience requirements.

OTHER TESTING/LICENSES REQUIRED

1. A criminal background check is required, as are pre-employment drug and nicotine screens.

2. License

A valid driver's license, personal transportation and in-force automobile insurance is required.

3. Certification as a Passport Acceptance Agent required after hire unless exempted.

PHYSICAL DEMANDS AND WORKING CONDITIONS

1. Routine lifting of moderately heavy items, such as books or records boxes (over 25 pounds and up to 50 pounds), pushing full carts and/or standing for long periods of time as well as frequent stooping and bending.

2. No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.

3. Occasional minor discomforts from near-continual computer terminal use.