



Westerville Public Library

Job Description

POSITION TITLE: Customer Services Assistant Manager
CLASSIFICATION: Assistant Manager
REPORTS TO: Customer Services Manager
DIRECT REPORTS: Customer Services Assistants
SALARY RANGE: R19.5, starting at \$32/hr
STATUS: Exempt, Full-time

RESPONSIBILITIES

The Customer Services Assistant Manager is responsible for assisting the Manager of the Customer Services Department with the daily operations and long-term planning for the department.

- Participates in the rotation to staff the customer service desks in Customer Services Department.
- Cooperates with team members in envisioning, interpreting and anticipating customer needs and presents recommendations for the improvement of customer services.
- Shares responsibility with the Customer Services Manager for preparing work schedules for Customer Services staff and managing the number of hours used during the fiscal year.
- Assures that department staff members are responsive to customers in a consistent, friendly and professional manner.
- Maintains customer confidentiality as required by library policy.
- Keeps team members informed of potential customer and staff problems or concerns.
- Resolves customer complaints in a pleasant, timely and professional manner.
- Supervises the selection, training, coaching and evaluation of direct reports.
- Reviews and approves the timesheets of staff including time worked and time off.
- Monitors and addresses individual needs of employees and resolves problems and/or conflicts within the departments promptly.
- In conjunction with the department manager, continually seek ways to improve customer services and workflow within the department.
- Motivates staff to produce an efficient work environment.

- Reports problems and/or concerns regarding maintenance and janitorial services within the departments to the facilities manager for resolution.
- Participates in community and professional activities as a representative of the Library.
- Routinely acts as Librarian-in-Charge.

REQUIREMENTS

- Bachelor's degree required; Masters' degree in Library Science from an ALA accredited program preferred.
- 2+ years supervisory or management experience preferred; public library experience preferred.
- Proven ability to direct and motivate others in a professional and effective manner.
- Excellent oral and written communication skills.
- Excellent public relations skills in interacting with library customers and community organizations.
- Ability to effectively resolve conflict between staff members and resolve customer complaints.
- Must possess a positive work attitude and have the ability to interact well with others.
- Commitment to quality customer service based on the library's P.A.V.E. model.
- Must possess the skills to independently plan, analyze and structure staff assignments to provide efficient and effective library service.
- Must possess a general knowledge of information technology and be committed to continued individual development.
- Experience with collections software and/or the Sierra ILS are a plus.
- Expected to acquire/maintain certified status with the Ohio Library Council as a Certified Librarian or Certified Staff Member.

COMPETENCIES

- Technology: Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software including the website, databases, catalog, and ILS; the ability to troubleshoot basic technology problems.
- Teamwork: The ability to work collaboratively with others, including other departments, to achieve organizational and department goals.
- Equity, Diversity & Inclusion: Commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view.
- Ethics: Commitment to the Ohio Ethics Law and the basic ethics and values of library service.

- Intellectual Freedom: The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
- Organizational Awareness: The knowledge of and ability to support the library's mission, vision, culture, and structure; a comprehensive awareness of the library's policies and procedures.
- Leadership: The ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.

PHYSICAL REQUIREMENTS

- Physical requirements include: Active work – standing for periods of up to an hour at a time. Lifting/Moving – exerting up to 30 pounds of force occasionally and/or the amount of force necessary to frequently carry, lift, push, pull or otherwise move objects.
- The worker is required to have close visual acuity to perform an activity such as: viewing a computer terminal; extensive reading.

*To apply for this position go to www.westervillelibrary.org/careers.
The Westerville Public Library is an equal opportunity employer.*