



Customer Services Manager – Northern Lights Branch

Salary Range: \$53,123.20 – \$86,174.40 annually

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PURPOSE OF JOB

Under general guidance of the location manager, this position is responsible for leading and supervising various library staff to guide and support customer service, materials handling, and day-to-day operations at a library location

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leads multiple staff in the areas of customer service, accounts, security, information/technology assistance and materials/money handling to guide and support day-to-day operations.
2. Management responsibilities include hiring, orienting, coaching, managing, and developing assigned team members.
3. Interprets policies and procedures, resolves disputes and assists with problem solving at local and system level.
4. Regularly assumes responsibility for all aspects of building operations as the manager on site.
5. Trains staff to perform job duties and tasks in the context of established policies, procedures and service expectations and in support of library strategies.
6. Sets and communicates performance and service standards for assigned staff and holds them accountable
7. Assists with developing location goals and objectives to enhance operations and customer service and, along with other location managers, is responsible for their execution
8. In coordination with the location manager, interacts with leadership, other departments and external partners on projects or issues impacting the location.
9. Organizes and schedules team and its activities to deliver a high level of customer service.
10. Supervises volunteers as assigned.
11. Provides direct customer service and leads by example in the delivery of services and interactions with customers.
12. Coordinates, initiates, and approves paperwork and documentation to ensure proper fiscal and regulatory control and consistency.
13. Prepares and manages aspects of the location budget.
14. Performs additional duties as assigned including serving on task forces, committees, etc.

QUALIFICATIONS AND REQUIREMENTS

1. High school diploma or G.E.D. required. Bachelor's degree preferred.
2. 3-5 years of experience in libraries, customer service or similar field required.
3. Supervisory experience required
4. Ability to effectively manage the operations of a library location, ensuring a high level of customer service, efficiency and safety and security.

5. Ability to express self effectively and concisely, both orally and in writing and ability to lead and inspire others in pursuit of a common goal.
6. Skilled at conflict resolution and problem solving to achieve positive outcomes for customers and staff.
7. Ability to operate library technology including personal computer, email, software programs (e.g. Windows/Microsoft Office) and other job-related equipment and systems.
8. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 50 lbs. and the frequent lifting or pushing of up to 20 lbs.