We’re Hiring!

Job Title: Customer Services Manager (full-time)
Location: Columbus Metropolitan Library, Circulation
Starting Pay Range: $53,123.20 – $86,174.40 annually (commensurate with experience)

Our Diversity Statement

Open to all doesn’t just apply to our customers, it applies to our hiring practices as well. We put respect at the top of our values and that’s how we treat our candidates and employees. At Columbus Metropolitan Library, we are striving to build a workforce that is as diverse as the communities we serve.

About the Position:

As a Customer Services Manager, you will be responsible for the daily operations of the call center, mailroom, and supervision of Call Center Specialists and Mailroom and Distribution Associates. Additionally, this position oversees the phone, chat, and meeting room booking software/systems. 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.

What You'll Do:

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

- Monday - Thursday 9:00am - 6:00pm (1 closing shift each week until 9:00pm)
- Friday/Saturday rotation 9:00am - 6:00pm
- 1 out of 5 Sundays 1:00pm - 5:00pm

Minimum Qualifications:

- High school diploma or G.E.D. required. Bachelor's degree preferred.
- 3-5 years of experience in libraries, customer service or similar field required.
- Supervisory experience required
- Ability to effectively manage the operations of a library location, ensuring a high level of customer service, efficiency and safety and security.
- 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.
- Skilled at conflict resolution and problem solving to achieve positive outcomes for customers and staff.
- Ability to operate library technology including personal computer, email, software programs (e.g. Windows/Microsoft Office) and other job-related equipment and systems.
- Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

What We Offer:

- A robust benefits package that supports your physical, mental, and financial well-being.
- Comprehensive medical, dental, and vision plans to meet your healthcare needs.
- Access to mental health resources and employee assistance programs for your peace of mind.
- Generous paid time off and leave options to balance your work and personal life.
- Participation in the Ohio Public Employees Retirement System (OPERS) and additional investment & savings plans.
- A variety of voluntary and supplemental insurance plans to complement your lifestyle.

View a comprehensive overview of our benefits: https://www.columbuslibrary.org/employee-benefits/

Apply Today!