

# Patron Services Supervisor



The Patron Services Supervisor is responsible for coordinating services and supervising staff for the Patron Services department. Some evenings and weekends required. Reports to Assistant Director.

## Primary responsibilities

- ▶ Supervises, trains, schedules, and evaluates Patron Services staff to ensure quality service is provided to the public
- ▶ Manages the budget and ordering activities for the Patron Services department
- ▶ Coordinates the workflow for the Patron Services department and is the point of contact for circulation related issues
- ▶ Collaborates with staff in other departments to maximize efficiency and overall Library service
- ▶ Attends professional meetings and conferences as needed; promotes professional growth opportunities for Patron Services staff
- ▶ Acts as the person-in-charge when necessary; provides and models excellent customer service to help resolve patron concerns
- ▶ Collaborates with administration to develop policy recommendations and make adjustments to operating procedures and services to improve efficiency
- ▶ Maintains Patron Services data, tracks relevant statistics, and prepares statistical and strategic plan reports
- ▶ Performs other related duties as assigned

## Performance expectations

- ▶ Demonstrates commitment to public library service
- ▶ Fosters and maintains high standards of public service and professional ethics
- ▶ Maintains familiarity with Library policies and procedures and makes decisions accordingly
- ▶ Maintains necessary skills; attends relevant workshops and classes
- ▶ Attends staff meetings and other relevant meetings
- ▶ Ensures public safety

## Culture statements

### Engage

We are committed to providing stellar public service. We foster staff's strengths, talents, and passions to best serve our patrons. Every staff member is a Library ambassador and asset.

### Empower

Learning on the job takes place every day and experimentation is encouraged. There is no penalty for taking a reasonable risk. We learn from each other and teach others what we know. Every staff member is a problem-solver and sees their work reflected in our successes and achievements.

### Collaborate

We do more and achieve more as a team than as individuals. We listen to ideas and input and encourage inclusive collaboration at all levels. We laugh together and we coach, inspire, and cheer each other on in our professional endeavors.

### Value

We are proud of our work and our community. We are friendly and thoughtful during our interactions with each other and our patrons. We value communication and transparency. We encourage all staff to have work-life balance and enjoy life outside of the Library.

## Qualifications

- ▶ Experience in a customer driven environment with excellent customer service attitude
- ▶ Ability to efficiently use automated library systems and information technology
- ▶ Ability to set priorities, make independent decisions, and exercise discretion
- ▶ Ability to supervise and direct the work of professional and non-professional staff
- ▶ Computer knowledge sufficient to perform required duties quickly and accurately
- ▶ Ability to work and communicate effectively with the public and staff using oral and written English

## Physical qualifications

- ▶ A valid driver's license and the ability to drive throughout the community as required
- ▶ Vision adequate to read computer screens and a variety of print materials
- ▶ Ability to lift and/or transport heavy objects (up to 35lbs)
- ▶ Ability to reach, bend, and lift to shelve and retrieve materials
- ▶ Mobility sufficient to maneuver safely between workstations