

Customer Service Manager—Alton Square Library

Reports to: Executive Director
Department: Circulation
Date Approved: _____

General Description

The Customer Service Manager is managed by the Executive Director. The Customer Service Manager is a full-time position. The primary responsibility of the Customer Service Manager is to supervise Circulation Desk staff in the Alton Square Library, perform the duties of circulation and facilities operation, and other duties assigned by the Executive Director.

Duties and Responsibilities

- Performs all circulation duties at the Circulation Desk;
- Has a working knowledge of Hayner Library policies and procedures;
- Supervises Library Assistant staff scheduled in the department;
- Oversees completion of monthly lists generated from Polaris (missing, damaged, in-transit, etc.);
- Maintains the “new” collections (print and non-print) as well as their Local Request status;
- Works with the Reference Department to maintain the Baker & Taylor collection at the Alton Square Library;
- Assists the Assistant Director of Library Services / Collection Development and Reference Services Manager in weeding library materials;
- Works with the Executive Director to identify staffing needs of the circulation department;
- Works with the Executive Director in identifying facility needs of the Alton Square library, and overseeing facility maintenance;
- Handles patron issues—with assistance of the Executive Director as needed;
- Performs other duties as assigned by the Executive Director.

Education & Skills

- Must have a bachelor’s degree;
- Must have minimum 5 years management experience in a library setting;
- Must have basic computer skills

Personal Attributes

- Must be friendly and pleasant
- Must be flexible and able to make changes when necessary
- Must be patron-oriented
- Must project a professional image
- Must be able to make decisions quickly and in the best interest of the library and its patrons
- Must be able to direct staff

Working Conditions

- A 40-hour week, typically 8 a.m. – 5 p.m., occasional evenings and weekends
- Must be able to do basic lifting, pushing, bending, and stretching

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Signed: _____