



Niles Public Library District

Job Description

Job Title: Page Services Supervisor
Department: Page Services
Reports To: Library Director
Classification: Grade 3
Status: Exempt

JOB SUMMARY:

Under the supervision of the Library Director, the Supervisor of Page Services is responsible for the management and operation of the Page Department. The work requires considerable professional skill, initiative, and independent judgment. Involves staff training, development, and performance evaluation. Involves planning, developing, and coordinating services and resources for the effective and efficient circulation of library materials. Deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

DUTIES AND RESPONSIBILITIES

1. Essential Functions

1. Understands and practices the Mission of the Niles Public Library District (Library).
2. Provides uniformly gracious and friendly service to all internal and external customers.
3. Has working knowledge of Library policies and procedures, with a commitment to carrying them out at all times, while safeguarding confidential and restricted information.
4. Achieves the level of computer and technological proficiency needed to perform job responsibilities.
5. Demonstrates a patron-centered attitude.
6. Evaluates and maintains the effectiveness and efficiency of the Page Department procedures, services, and equipment.
7. Responsible for the interviewing, hiring, training, supervising, disciplining, and evaluating of all Pages.
8. Responsible for department budget, records, statistics, and reports.
9. Schedules work and maintains adequate and appropriate page staffing levels.
10. Resolves problems related to shelving and the circulation of library materials.
11. Keeps informed of current trends and developments affecting libraries.
12. Attends staff meetings, conferences and educational opportunities as appropriate to the position and within the budget.
13. Available to work a flexible schedule that includes evenings and weekends.
14. May act as Person-in-Charge as assigned.

B. Secondary Functions

1. Performs other duties as assigned by the Library Director.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

1. Ability to communicate and work effectively (both individually and as a team member) with the public and all levels of Library staff with tact and diplomacy.
2. Ability to work with minimal supervision, making decisions within stated guidelines to solve problems and to produce accurate work on a timely basis.
3. Ability to organize, prepare, and present information in English, both verbally and in written form.
4. Ability to demonstrate basic computer skills using Microsoft Office products.
5. Ability to be flexible and adaptable to new situations.
6. Ability to troubleshoot.
7. Ability to represent the Library in a professional manner.

PHYSICAL DEMANDS

1. Work includes prolonged sitting, as well as repetitive keyboard use, moderate lifting, carrying, reaching, stooping, pulling, and pushing activities. Manual dexterity, clear speech, hearing acuity, and correctable vision are also required.
2. Ability to occasionally lift up to 25 pounds. Ability to transport/move up to 100 pounds of library materials.
3. Must park in designated areas.
4. Reasonable accommodations to these requirements will be made as needed.

EDUCATION, EXPERIENCE, AND TRAINING

1. Five years of public library work experience.
2. Three years of supervisory experience in a customer service environment.
3. Experience in a consortial environment, preferably a Sirsi/Dynix library.
4. Any combination of education, experience, or training that satisfies the requirements of the position.

ADDITIONAL REQUIREMENTS

1. If not a U.S. citizen, has a valid work permit.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

The Niles Public Library District is an at-will employer. This means that employment can be terminated at-will by the library or employee and such termination can be made with or without notice.