

## Department Supervisor

**Job Description:** An employee in this position is responsible for the supervision of a department within the library branch. Employee may be assigned to public service or technical service. Work involves directing and advising subordinates, collection development, patron assistance, and catalog maintenance. This employee supervises Library Assistant 1, Library Assistant 2, and contingency workers and volunteers as needed. Work involves frequent public contact and is accomplished in accordance with Fontana Regional Library (FRL) policies, guidelines, and procedures. Work may involve driving a library vehicle. Work is performed under the general direction of the County Librarian, Assistant County Librarian, Branch Librarian, or Regional Director.

### Job Duties

*Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job. Descriptions are not intended to reflect all duties performed within the job. Any one position may not include all listed duties.*

1. Supervises, develops, and trains department staff.
2. Assists in the recruitment and selection of department staff.
3. Recommends suspension and termination of department staff.
4. Keeps the County Librarian informed on personnel issues as they affect the operations of the library.
5. May coordinate, train, and direct volunteers and community service workers.
6. Answers general information questions in person, by phone, and electronically.
7. Assists in locating materials and in using the library catalog.
8. Assists with use of library equipment and technology.
9. Provides circulation assistance to patrons, including check out of library materials, issuing library cards, assessing and collecting fines and fees, and addressing problems related to patron records.
10. Maintains confidentiality and privacy of protected information.
11. Schedules use of library resources and meeting rooms.
12. Provides readers' advisory services.
13. Provides reference services, including instruction in the use of electronic resources.
14. Responsible for planning, delivery, and promotion of programs, activities, and displays.
15. Responsible for promotion of the library through the development of marketing materials, use of social media, and community outreach.
16. Develops and manages library collections to maximize access and use.
17. Routes suggestions for new library materials.
18. Oversees technical services activities for library branch.
19. Coordinates technical services procedures with all regional libraries to ensure quality and consistency.
20. Responsible for opening and closing procedures.
21. Shelves library materials and keeps shelves in order.
22. Performs minor repairs to equipment and serves as contact for office equipment maintenance.
23. Prepares reports and statistics.
24. As a member of the regional supervisory team, participates in information sharing, leadership training and development, and tactical planning.
25. Supports organizational goals and objectives by participating in library system, community, and statewide collaborations.

## Department Supervisor

26. May be required to perform work assignments concurrently.
27. Responsible for maintaining a safe and secure working environment.
28. Evening and weekend work required.
29. Some travel required.

## Qualifications

*The qualifications listed below are representative of the competencies and training required to perform this job successfully*

### Knowledge, Skill, and Abilities:

1. Knowledge of employee supervisory principles.
2. Ability to apply supervisory principles.
3. Knowledge of basic federal and state labor laws.
4. Familiarity with leadership principles.
5. Thorough knowledge of current reading trends and interests of diverse populations.
6. Thorough knowledge of specific needs of service population.
7. Knowledge of library principles and practices.
8. Knowledge of library circulation, catalog, and Dewey Decimal Classification systems.
9. Expertise in planning and organizing work, and handling interruptions.
10. Ability to accurately count money.
11. Ability to give attention to detail.
12. Proficiency in effectively communicating orally and in writing.
13. Ability to effectively work with diverse populations.
14. Possess excellent interpersonal skills including tact, courtesy, and discretion.
15. Ability to take direction.
16. Ability to consistently use good judgment.
17. Ability to work as a member of a team.
18. Expertise in working independently and exercising initiative.
19. Ability to work well under pressure.
20. Proficiency in using a variety of library equipment and technology.
21. Proficiency in effectively using various computer applications.
22. Possess a current driver's license valid in the State of North Carolina.

### Education and Experience:

1. Associate's Degree or equivalent experience required.
2. Bachelor's Degree preferred.
3. Supervisory experience or related coursework preferred.
4. Coursework related to specific job assignment preferred.
5. Two years of relevant library experience for specific job assignment required.
6. Two years of customer service experience required.

## **Department Supervisor**

### **Physical and Environmental Conditions**

*These conditions are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.*

1. Work requires physical effort in the handling of materials, boxes, tools, book trucks, or equipment up to thirty pounds in non-strenuous work positions.
2. Work requires normal range of human positions and movement including standing, walking, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, stretching, lifting, pulling, pushing, and sitting.
3. Work requires good hand dexterity and coordination for computer and other related duties.
4. Work requires clarity of speech, hearing, and vision to enable the employee to communicate effectively with coworkers and the public.
5. Work environment involves everyday risks or discomforts that require normal safety precautions.
6. Must occasionally deal with unruly or potentially dangerous individuals in library facilities.