

## Job Description

**Job Title:** Library Circulation Supervisor (Manager I)    **Job Code:** 909020    **Job Family:** Library

**Pay Grade:** JC.15.15    **FLSA:** Non-Exempt    **EEO:** Administrative Support

**Department/Agency:** Library    **Position Number(s):** 101479

**Recommended Position Title(s):** Circulation Supervisor

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:**

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

**Essential Duties:**

- Supervises, hires, evaluates, trains and schedules Clerks at the Central Resource Library; manages public service points and internal service points, including public circulation desk, system-wide telephone service for renewals and account questions, system-wide Mismatch services, distribution of new and maintained materials, and patron correspondence via mail.
- Manages patron accounts in debt collection and coordinates bankruptcies and collection with Library's outsourced department collector; assists patrons with setting up payment plans; negotiates fines and fees; works with manager to resolve accounts with large balances or circumstances that are out of the ordinary.
- Partners with Circulation Manager and Training Specialist to develop, coordinate, instruct and evaluate circulation training for new staff.

**Supervisory Responsibilities:**

- Yes     No    This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

## Job Description

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

### **Minimum Job Requirements:**

Bachelor's degree in any field of study; one (1) year of experience working in a library environment; one (1) year of supervisory experience; one (1) year of customer service experience; and a valid driver's license with an acceptable driving record.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

### **Preferred Job Requirements:**

None

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

Lifting weight: 40 lbs.

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.