

## **Customer Service Manager—Alton Square Library**

Reports to:	Senior Manager – Circulation and Programming
Department:	Circulation
Date Approved:	_____

### **General Description**

The Customer Service Manager is supervised by the Senior Manager – Circulation and Programming. 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 Senior Manager – Circulation and Programming.

### **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;
- Attends / participates in monthly Department Managers’ meetings;
- Works with the Senior Manager – Circulation and Programming to identify staffing needs of the circulation department;
- Assists the Senior Manager – Circulation and Programming in identifying facility needs of the Alton Square library;
- Handles patron issues—with assistance of the Senior Manager – Circulation and Programming as needed;
- Performs other duties as assigned by the Senior Manager – Circulation and Programming.

### **Education & Skills**

- Must have a bachelor’s degree;
- Must have minimum 5 years management experience in a library setting;
- Must have basic computer skills, preferably with an understanding of Polaris and other library-specific software

### **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: \_\_\_\_\_