



Salt Lake County Job Description

Assistant Circulation Supervisor

DEPARTMENT: Human Services

DIVISION: Library Services/2500

JOB CODE: 377 **GRADE:** 012

FLSA STATUS: Non-Exempt

SALARY PLAN: GEN

EFFECTIVE DATE: 12/07/2015

SAFETY SENSITIVE: No

JOB SUMMARY

Provides supervisory assistance with full range of circulation functions and implementation of circulation policies and procedures.

MINIMUM QUALIFICATIONS

Three (3) years of direct customer service experience.

Preference may be given to applicants with customer service experience in a library or bookstore setting and/or six (6) months of supervisory experience.

Due to the nature of this position, the successful applicant must pass a required pre-employment background check.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Provides supervisory assistance with full range of circulation functions. Plans, prioritizes, delegates, and makes work assignments.
- Serves as a mentor and role model for staff.
- Provides service to the public at the circulation desk, including resolving account problems and handling escalated customer complaints.
- Assists customers in operating library equipment. Performs basic troubleshooting.
- Provides back-up support for all cash handling activities.
- Supervises staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Assumes all supervisory responsibilities for clerical staff in the absence of the Circulation Supervisor.
- Uses integrated library system, payment transaction system, and other library equipment.
- Schedules and conducts shelver meetings.

- Assists with monitoring volunteers who work in the circulation area.
- Attends staff training workshops and system circulation meetings.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Basic library processes
- Cash handling procedures
- Basic math and recordkeeping

Skills and Abilities to:

- Perform data entry/keyboarding
- Work with computer software related to job specific duties
- Perform customer relations and conflict resolution
- Work independently with limited direction
- Analyze processes
- Supervise staff
- Perform alphabetic and numeric sorting and shelving
- Read, write, and communicate in English
- Deal tactfully and courteously with the general public
- Concentrate and accomplish detail-oriented tasks
- Organize and prioritize work
- Respond quickly to changing priorities

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work is performed primarily in an indoor environment, with occasional exposure to outside weather conditions. Significant standing and walking. Requires ability to bend, kneel, stoop, lift up to 30 pounds, and push/pull loaded shelving carts weighing up to 150 pounds.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised: 01/16/2017/MB