



Employment Opportunity

Circulation Supervisor- General Purpose Branch

Full-Time

McClay Branch, St. Charles, MO

Position Summary:

The McClay Branch has an opportunity for a dynamic, service-oriented professional to join our leadership team. This position directly supervises 10-12 part-time staff and manages the scheduling, workflow, and other day-to-day operations of the circulation department. In addition to public service duties, this position works closely with the branch manager to resolve complex public service and staffing issues. If you are ready to join a strong team committed to offering superior customer experiences and fostering a positive work environment, please apply!

Requirements:

- Proven supervisory experience
- Customer service experience in a public library setting
- Adaptability and leadership through change
- Strong initiative and follow-through toward achieving goals and directives
- Confidence in working independently with minimal supervision
- Strong organizational skills, attention to detail, and ability to prioritize focus
- Strong technology skills and ability to troubleshoot on various devices
- BA/BS degree preferred

Schedule:

Monday, Tuesday, Thursday, Friday 8:30-5:00; Wednesday 10:30-7:00. Saturdays and Sundays on rotation (approximately once per month). Schedule may change based on the needs of the branch. Applicants should have flexibility to accommodate schedule changes.

We offer a full benefit package which includes medical, dental, vision, and life insurance, retirement plan, deferred compensation (457) plan, FSA, and generous time off. Starting rate is \$18.03 per hour.

The St. Charles City-County Library is a Kaleidoscope of Discovery! Our eleven library branches are located in some of the fastest growing communities in Missouri, and we are poised to grow right along with them. The future looks bright. Join us!

For priority consideration, please submit a cover letter and resume with completed [SCCCL APPLICATION](#) by Monday, May 9, 2022. Please send application materials electronically to jobs@stchlibrary.org, or mail to SCCCL, HR Dept., P.O. Box 529, St. Peters, MO 63376. Applications will be accepted until position is filled.

We appreciate your interest in the Library District, but due to the high volume of responses we may only be able to contact those applicants that we wish to interview.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

4/27/22-5/9/22

Please see the following job description for more information.

Description Number: 141
Position Title: Circulation Supervisor – General Purpose Branch
Salary Grade: 14
FLSA Classification: Nonexempt
Reports To: Branch Manager
Revision Date: 11.14.2014

Position Summary

This position manages the daily operations of the Circulation area in a General Purpose Branch. The Circulation Supervisor is a working supervisor and must perform public service duties in conjunction with supervisory duties. Within the scope of public service, the supervisor works directly with patrons to set up library accounts, resolve questions or issues with existing library accounts, address patron requests or concerns related to circulation. The Circulation Supervisor has direct responsibility for supervision of Pages and Library Assistants. Typically, the supervisor has 12-18 direct reports. Duties include: participating in circulation staff interviews, developing weekly schedules, delegating work assignments, leading training programs for Pages and Library Assistants, and conducting performance reviews. Oversees minor or routine building maintenance projects and security concerns. Works with the on-site Branch Manager to resolve complex issues in public service or employee relations. Has the ability to make decisions and perform work under general supervision of the Branch Manager.

Essential Functions

Supervisory

1. Participate in application screening and interviewing process for new hires.
2. Oversee the on-site training program for new employees.
3. Develop weekly schedule for Pages, Library Assistants, and Maintenance Assistant.
4. Monitor staffing levels to adequately staff circulation area during peak periods.
5. Address employee issues such as: attendance, customer service, work habits.
6. Approve employee timesheets and vacation requests.
7. Conduct department meetings for Library Assistants and Pages.
8. Work with Branch Manager to resolve serious employee issues.
9. Complete performance evaluations and recommend salary increases.

Public Service

1. Manage all aspects of circulation: resolving customer accounts, compiling branch statistics, material repair and cleaning and material check in or check out.
2. Register voters.
3. Approve meeting room reservations.
4. Respond to security alerts or emergencies within the building: water, fire, vandalism.
5. Serve on committees within the District related to this position.
6. Perform other related duties as assigned.

Duties

1. Open and close the branch.
2. Count, balance, and record receipt of fines.
3. Count and balance cash drawers. Prepare financial reports.
4. Gather and prepare monthly circulation statistics.
5. Oversee sorting of mail and general deliveries.
6. Participate in branch reserves; verify, route, and contact customers.
7. Periodical subscription maintenance; check in, withdrawals, and claim missing issues.
8. Order and maintain branch supplies and cleaning products.
9. Organize volunteer projects or assignments in the circulation area.
10. Initiate and follow up on routine building repairs, maintenance items, or landscape items.
11. Respond to inappropriate customer behaviors in a safe and respectful manner when the Branch Manager is not in the building.

Skills

1. Knowledge of general library operations and library technology.
2. Ability to manage, train, and direct the work of branch employees and volunteers.
3. General business skills: accounting, clerical, and understanding of work flow processes.
4. Strong computer skills and ability to troubleshoot problems.
5. Ability to use the District's mission, vision, and values, as the basis for managerial decisions.
6. Ability to exercise initiative to achieve established goals and directives.

Essential Physical Abilities - Accomplished with or without reasonable accommodation.

1. Ability to lift materials, and push or pull carts weighing up to 30 pounds.
2. Ability to stand for long periods of time at the circulation desk.
3. Ability to reach high or low to return materials to shelves and move through aisles.
4. Sufficient clarity of speech and hearing to communicate well with staff and customers.
5. Sufficient vision to review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.
6. Sufficient personal mobility to attend meetings at various locations within the District.

Education and Experience

1. Minimum two years in a public service or customer service capacity.
2. Prior supervisory experience.
3. BA/BS degree preferred.

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.