

**Montgomery County Government  
Position Description**

**Job Title:** Public Services Supervisor  
**Department:** Libraries  
**Class Code:** E  
**Reports To:** Assistant Library Director  
**FLSA Status:** Exempt  
**Prepared By:** Libraries  
**Prepared Date:** July 2020

**SUMMARY**

This position manages, organizes and coordinates the daily operation of public services and adult programming at the main Public Library

**EXPECTATIONS OF EMPLOYEE**

- Adheres to Library Policies and Procedures
- Acts as a role model within and outside the work environment
- Performs duties as workload necessitates while maintaining library productivity and quality standards
- Communicates regularly with supervisor about department issues
- Demonstrates flexibility, efficient time management and ability to prioritize workload
- Provides exceptional customer service and maintains appropriate customer relations
- Ability to communicate in a polite, cooperative and solution based manner during all interactions (teammates, patrons, vendors etc.)
- Maintains positive, respectful and adaptable behavior on a consistent basis
- Consistently demonstrates ability to build and maintain positive professional work relationships to accomplish job responsibilities
- Consistently reports to work on time prepared to perform duties of position at their designated staff station.
- Reliable, consistent attendance is a requirement and essential function of all staff positions. Every Employee's attendance patterns should support the needs of the library team and those we serve.

**ALLOCATED HOURS:** 40, Full-Time

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Supervises, directs, and evaluates Public Services staff, handling employee concerns and problems, assigning work, counseling, and recommending disciplinary and other personnel actions.
- Performs regular tasks relating to the Automated Materials Handling System, including providing basic troubleshooting.
- Oversees coordination of staff scheduling to ensure efficient customer service. May be required to cover for staff members that do not report to work during regular business hours or during night and weekend hours. May assist with training of volunteers.
- Performs general public service functions, such as assisting in checkout of library materials to customers, assisting Library customers in finding materials, responding to inquiries and requests for information by mail, telephone, emails or in person from library patrons regarding Reference and Genealogy questions, and assisting patrons with various computer programs and the internet.
- Is expert in the operation of the library's computer systems in all aspects that affect the department and is able to run reports from the system as needed.

- Remains knowledgeable of current trends in area of Library services. May present informative programs at training opportunities.
- May evaluate donated materials. Maintains and accepts paperback donations.
- Uses excellent customer service skills to meet customer needs and settle disputes in a professional manner in coordination with the Overdues Manager and the Assistant Director or Director.
- Assesses material needs of the department; recommends equipment, supplies and office machines, upgrades and expenditures as needed.
- Orders periodicals and genealogy materials and may assist in ordering of professional journals and other periodicals for staff use following purchasing policies and procedures.
- Collects statistics of database usage for monthly report.
- Assists with training of library volunteers and training staff to train volunteers as needed.
- Conducts regular departmental meetings to communicate expectations to employees and fosters good communications within and without the department.
- Is a part of the Leadership Team, promoting and supporting the library's strategic mission, and attends weekly leadership meetings and other committee meetings as assigned.
- Special projects as assigned and initiated

### **SPECIAL KNOWLEDGE AND SKILLS**

- Possesses considerable knowledge of the policies, procedures, and activities of the library and library management practices as they pertain to the performance of duties relating to the job of Public Services Supervisor.
- Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities.
- Effectively communicates and interacts with subordinates, members of the general public, and other groups involved in the activities of the Public Services department.
- Is able to assemble information and make written reports and documents in a concise, clear and effective manner.
- Possesses good organizational, human relations, and technical skills. Is able to use independent judgment in supervision of subordinates.
- Possesses the ability to comprehend, interpret, and apply principles and methods utilized within the library.
- Possesses the mathematical ability to handle required calculations using percentages and decimals.
- Is knowledgeable and proficient with computers.
- Is able to read, understand, and interpret statistical and financial reports and related materials.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree required, MLIS or MIS preferred, with some related library experience; or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this job.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the incumbent is regularly required to sit, talk and hear. The incumbent frequently is required to use hands to finger, handle, or feel; reach with hands and arms. The incumbent is occasionally required to stand, walk, stoop, kneel, crouch, crawl and climb or balance. The incumbent must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, and ability to adjust focus. All employees are required to have sufficient vision and hearing, which permits the employee to safely and accurately perform all customer service tasks.

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**Montgomery County is an Equal Opportunity Employer and complies with the requirements of the Civil Rights Act of 1966 (Section 1981) and 1964 (Title VI, VII,) Americans with Disabilities Act (ADA), Rehabilitation Act of 1973, Age**

**Discrimination in Employment Act (ADEA), Equal Pay Act (EPA) and the Uniformed Services Employment and Re-employment Rights Act (USERRA).**

**A drug test and background check are required as part of the hiring process.**