



Employment Opportunity

Circulation Supervisor- Regional Branch

Full-Time

Kathryn Linnemann Branch, St. Charles, MO

Position Summary:

The Kathryn Linnemann Branch has an opportunity for a dynamic, service-oriented professional to join our leadership team. This position directly supervises approximately 15 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:

Mon-Tue-Wed-Fri 8:30am-5:00pm, Thu 1:00pm-9pm, Saturday & Sunday Rotation

Applicants should have flexibility to accommodate schedule or branch assignment changes based on the needs of the Library.

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 \$22.29 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, July 22, 2024. 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 or an acceptable number of qualified candidates have been received .

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.

Please see the following job description for more information.

Description Number: 161
Position Title: Circulation Supervisor – Regional Branch
Salary Grade: 16
FLSA Classification: Nonexempt
Reports To: Regional Branch Manager
Revision Date: 05.05.2022

Position Summary

As part of the branch leadership team, this position manages the daily operations of the circulation functions in a Regional Branch. The Circulation Supervisor has direct responsibility for Library Associate I employees. Typically, the supervisor has 10-15 direct reports. Duties include: participating in staff interviews, developing schedules, delegating assignments, leading training programs, 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. The Circulation Supervisor is a working supervisor and must also 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, and address patron requests or concerns related to circulation.

Essential Functions

Supervisory

1. Participate in the screening and interviewing process for new hires.
2. Oversee the on-site training program for new employees.
3. Develop schedules for Library Associate I employees.
4. Monitor staffing levels to adequately staff circulation duties.
5. Address employee issues such as: attendance, customer service, work habits.
6. Approve employee timesheets and vacation requests.
7. Conduct department meetings.
8. Work with Branch Manager to resolve serious employee issues.
9. Complete performance evaluations.

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. Approve meeting room reservations.
3. Respond to security alerts or emergencies within the building: water, fire, vandalism.
4. Serve on committees within the Library related to this position.
5. Perform other related duties as assigned.

Duties

1. Open and/or close the branch.
2. Count, balance, and record receipt of fees and cash drawers and prepare financial reports.
3. Oversee sorting of mail and general deliveries.
4. Periodical subscription maintenance; check in, withdrawals, and claim missing issues.

Duties (continued)

5. Order and maintain branch supplies and cleaning products.
6. Organize volunteer projects or assignments in the circulation area.
7. Initiate and follow up on routine building repairs, maintenance items, or landscape items.
8. 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 Library'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.
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 Library.

Education and Experience

1. Minimum five years in a public service or customer service capacity.
2. Proven ability to perform the duties of a Library Associate I.
3. BA/BS degree preferred.
4. Prior supervisory experience 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.