



Position: Support Services Supervisor (Customer Service), Permanent Part Time

Direct Job Responsibilities:

- Direct Supervisor for a designated number of Clerks.
- Supervises the ordering and management of the Circulation supplies inventory.
- Supervises the routine printing and maintenance of the Circulation public documentation supplies.
- Supervises the Automatic Sorting Technology machine and software, including their configuration and maintenance, in connection with the IT Department.

General Supervisor Responsibilities:

- Assists Department Head with hiring and training of new employees.
- Assists Department Head in supervising the Support Services Department staff including developing policies and procedures, conducting staff evaluations, maintaining timecards, and scheduling and maintaining appropriate staffing levels within Support Services.
- Performs all duties assigned in the ILS Module accurately and efficiently; problem solves patron and catalog issues; assists staff with problem solving; assists Library patrons while employing the Library's and City of Novi's customer service principles.
- Performs workroom duties and other tasks as assigned, including sorting and loading carts for shelving; shelving of materials; shelf reading; processing holds, returns, and other materials from delivery; material processing and maintenance; troubleshooting and maintenance operations of the AST System; and registering cash, check, and credit card transactions.
- Adapts and responds to multiple priorities, interruptions and demands; communicates effectively with patrons, co-workers, and professional colleagues; resolves problem situations and collaborates across departments in a positive manner.
- Retains knowledge and stays up-to-date on current Library policies and procedures.
- Responsible for the overall orderliness of the Library's collections, display areas, and department areas. Supervises the opening and closing procedures for the Support Services Department.
- Performs other duties as assigned.

Job Requirements:

- High school diploma or equivalent required; Bachelor's Degree preferred.
- One year supervisory experience required.
- Knowledge of alphabetical, numerical and decimal systems of arrangement.
- Proficient in MS Office, Internet browsers, and other computer related technology.
- Ability to take direction willingly and easily adaptable to change.
- Enthusiastic, positive, friendly and approachable.
- Strong attention to customer service.
- Strong obligation to confidentiality.
- Strong organizational skills and attention to detail.
- Strong verbal, written, and interpersonal communication skills.
- Physical mobility, vision, hearing, and manual dexterity essential.
- Ability to operate a full size vehicle.
- Maintain physical condition necessary for sitting, standing, bending, and/or walking for extended periods of time; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; seeing; keyboarding; using the telephone; lifting, pushing,

pulling or carrying objects weighing up to 50 pounds; push or pull with wheeled cart up to 500 pounds; operating assigned equipment; picking up litter; spreading ice melt.

- Evening, weekend, and some holiday hours are required.

Hours: 28 hours per week

- Monday, 3 – 9 p.m.
- Tuesday, 3 – 9 p.m.
- Friday, 9:30 a.m. – 6 p.m.
- Saturday, 9:30 a.m. – 6 p.m.

Salary: \$14.31 per hour

Benefits: Time benefits (vacation, personal business, holiday, and sick) based on a part-time employee formula.

Application:

- Resume, cover letter and application required
- Available at <http://www.novilibrary.org/About-Us/Employment-Volunteering.aspx>
- Send to: Marcia Dominick, Administrative Assistant
Novi Public Library
45255 W. Ten Mile Rd.
Novi, MI 48375
- E-mail: mdominick@novilibrary.org

Deadline: Tuesday, July 24, 2018 at 5 p.m.