



Position: Support Services Supervisor (Customer Service), Permanent Part-Time
Reports To: Head of Support Services

Primary Duties & Responsibilities:

1. Assists Head of Support Services in supervising the department and staff and in developing policies, procedures and department goals; assists with hiring, training, and supervising Clerks and Shelves, including staff evaluations, scheduling, and timecards. Schedules and maintains appropriate staffing levels within the Support Services Department.
2. Performs all duties assigned in the ILS Module accurately and efficiently; problem solves guest and catalog issues.
3. 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; troubleshooting and maintenance operations of the AST System; answering main phone, directing calls, and making public address announcements as needed; and registering cash, check, and credit card transactions.
4. Adapts and responds to multiple priorities, interruptions, and demands; retains knowledge and stays up-to-date on current Library policies and procedures; communicates effectively with guests, co-workers, and professional colleagues.
5. Responsible for the overall maintenance and orderliness of the Library's collections, display areas, and department areas. Supervises the opening and closing procedures for the Support Services Department.

Other Duties & Responsibilities:

1. Enforces library policies relevant to public use; responds to emergencies and provides support, as needed; acts quickly, exercising good judgment.
2. Seeks professional continuing education, both organized and casual, with an air toward keeping services current and appropriate for the guests.
3. Works positively and collaboratively across departments to accomplish department goals.
4. Assists in accomplishing the Library's and the Support Service Department's goals.
5. Performs other duties as assigned.

Customer Service:

1. Assists, as assigned, with scheduling for the department; and with general front line department supervision.
2. Assists, as assigned, with department volunteers; with compilation of the Support Services Department's monthly statistics for entry into the Board Packet; and with guest account database maintenance.
3. Assists, as assigned, with ordering and maintenance of circulation supplies inventory; with printing and maintenance of circulation public documentation supplies; and with the supervision of the automation technology software configuration and maintenance.

Job Requirements:

1. High school diploma or equivalent required; Bachelor's Degree preferred.
2. Supervisory experience required.
3. Prior library experience preferred.
4. Knowledge of alphabetical, numerical and decimal systems of arrangement.
5. Proficient in MS Office, Internet browsers, and other computer related technology.
6. Enthusiastic, positive, friendly, self-motivated, creative and approachable.
7. Dedicated to providing positive customer service.
8. Dedicated to public service.
9. Strong obligation to confidentiality.
10. Strong organizational skills and attention to detail.
11. Excellent verbal, written, and interpersonal communications skills.
12. Values diversity in the workplace and in the community.
13. Ability to speak multiple languages helpful.
14. May require a valid Michigan driver's license based on assignment.

Working Environment:

1. Physical mobility, vision, hearing, and manual dexterity essential.
2. 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.
3. Evening, weekend, and some holiday hours are required.

Hours: 25 hours per week

- Sunday, 11 a.m. – 6 p.m.
- Tuesday, 3 p.m. – 9 p.m.
- Wednesday, 3 p.m. – 9 p.m.
- Friday, 12 p.m. – 6 p.m.

Salary: \$14.31 per hour

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

Application:

- Only complete application packets (which include a current **Novi Public Library application, resume, and cover letter**) will be considered. Incomplete application packets will not be reviewed.
- NPL applications available at <https://novilibrary.applicantpro.com/jobs/>
- Employment offer dependent on results of a physical, background check, and in-person job skills testing.
- Send to:

Nicole Williams, HR Specialist
Novi Public Library
45255 W. Ten Mile Rd.
Novi, MI 48375
nwilliams@novilibrary.org

Deadline: Open Until Filled