Chillicothe & Ross County Public Library

# Enrichment Services Supervisor

Supervisor: Enrichment Director
Position: FLSA Non-Exempt
Pay Band:

## Position Summary

The Enrichment Services Supervisor provides direct supervision and leadership for Enrichment Services Clerks and is responsible for the daily coordination and operation of Enrichment Services. The Supervisor ensures that assigned library locations and service areas provide consistent, welcoming, and effective service while daily responsibilities, workflows, and service expectations are met.

## Essential Duties & Responsibilities

- Provide direct supervision and daily leadership to Enrichment Services Clerks and other assigned staff.
- Establish and maintain effective workflows, and service expectations for Enrichment Services.
- Lead the training, coaching, mentoring, and development of Enrichment Services Clerks.
- Monitor staff performance, provide regular feedback, and address performance, conduct, attendance, and procedural concerns in a timely and professional manner.
- Conduct coaching and corrective conversations as appropriate and communicate significant personnel concerns to the Enrichment Director.
- Complete performance evaluations for Enrichment Services Clerks and provide ongoing performance feedback
- Identify staff training needs and develop or coordinate appropriate training.
- Serve as the responsible supervisor for assigned library locations.
- Assign, coordinate, and monitor daily work to ensure essential tasks are completed accurately, efficiently, and according to established standards.
- Compile statistics and complete reports as assigned.
- Monitor and maintain supplies necessary for public service.
- Oversee the timely retrieval, processing, and shipment of requested materials.
- Oversee collection maintenance, including creating and completing reports and ensuring collections are orderly, accessible and appropriately maintained
- Assist patrons with reference and information questions and help patrons locate library materials and resources.
- Instruct patrons in the use of basic reference tools, both print and electronic.
- Work in public service areas as needed: including answering reference and information questions; checking materials in and out; answering the telephone; issuing borrower's cards; processing materials, shipments, and reports; shelving, shelf reading; and maintain orderly and attractive collections.
- Monitor public service areas and ensure staff provide effective, welcoming, and responsive service to patrons.
- Identify operational issues and implement appropriate solutions within established policies and procedures.
- Lead the implementation of assigned procedures, technologies, and operational initiatives within Enrichment Services.
- Communicate changes to policies, procedures, services, and organizational expectations to staff.

- Promote a positive, professional, collaborative, and accountable work environment.
- Communicate staff, operational, and patron concerns to the Enrichment Director in a timely manner.
- Responsible for monitoring the safety and accessibility of our physical and digital spaces. Report findings to supervisor as needed.
- Responsible for completing ADA website audit checklist as assigned.
- Assist patrons with technology available in the library, including basic troubleshooting of computers, photocopier, microfilm, and other equipment.
- Work collaboratively with the Enrichment Director, Adult & Teen Services Manager, Youth Services Manager, and other supervisors to promote consistent service standards throughout the library.
- Maintain job knowledge by staying current with library policies and procedures, training materials, technology, and professional practices.
- Attend and participate in library related training, meetings, events, and professional development opportunities as assigned.
- Actively participates in safety and security trainings and utilizes training to protect the physical library, the library's online infrastructure, staff, and patrons.
- Perform related duties as required.

## Qualifications

- High school diploma or G.E.D.
- Two years library or similar public service experience; supervisory or lead experience preferred.
- Hold or ability to obtain Ohio Public Library Staff certification.
- Demonstrated ability to supervise, lead, coach, mentor, and develop employees.
- Demonstrated ability to provide constructive feedback and address performance concerns professionally.
- Ability to train staff and communicate procedures, expectations, and information effectively.
- Ability to independently organize, prioritize, and manage daily operations and staff workflow.
- Ability to exercise sound judgment and make appropriate decisions within established policies and procedures.
- Ability to communicate effectively, professionally, and respectfully with patrons, coworkers, supervisors, and community members.
- Demonstrated commitment to excellent customer service.
- Familiarity with MS Office products.
- Keyboarding/windows proficiency.
- Ability to operate library technology systems, including personal computer, software programs and other job-related equipment.

## Supervisory/Management Responsibilities

Hire, train, supervise and evaluate assigned staff.
Responsible for library locations in the absence of a director.

## Interaction

Frequent interaction with library employees and patrons.

## Computer/Technology Skills/Equipment/Software Skills

Common technology used in this position includes but is not limited to Outlook, Data Entry, Electronic Resources, Integrated Library System and Library Management System, Microsoft Programs, Intranet (StaffNet), Internet (www.CRCPL.org) Laptop, and other library-related software applications.

## Travel Requirements

Travel by automobile is required for position management responsibilities and training.
Frequency of travel: Occasional

## Physical Demands

Ability to regularly lift/push/pull up to 50 pounds.

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment.

Manual dexterity and physical ability to perform essential duties requiring continual standing, reaching, bending, and walking.

## Work Environment

Majority of the work performed in a general office/library setting.

Telecommute Potential: 5%

Requires availability for extended or nontraditional hours as needed to perform job duties.

Requires periodic participation and attendance at related library events and training.

## Disclaimer

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.