



ASSISTANT PUBLIC SERVICE MANAGER

Position Description

Pickaway County Library

Last updated 1/2020

DEPARTMENT: Public Service

REPORTS TO: Public Service Manager

FLSA: Non-Exempt

RANGE: 4

POSITION SUMMARY

Under direct supervision, helps direct the Main Library's services and programs to adults and teens, including materials handling, and supervises staff while promoting a team environment within the organization.

DUTIES

Duties listed are meant to illustrate the type of work performed; omission of a duty on this list does not exclude its inclusion in assigned tasks.

1. Assists the Public Service Manager in meeting department goals and objectives based upon the library's strategic plan; evaluates existing workflows and practices; recommends and/or implements changes to promote efficiency.
2. Participates as needed in the hiring and orientation process for new staff; trains staff to perform job duties and tasks including applying and interpreting policies, procedures, and best practices.
3. Works with patrons to resolve issues related to circulation and other library services.
4. Maintains statistical reports as directed.
5. Helps provide feedback to department staff; proactively addresses any staff performance issues and enforces clear standards for employee conduct; prepares formal reviews of department staff as directed.
6. Manages budget items, projects, and department tasks as assigned by the Public Service Manager.
7. Provides reference and reader's/viewer's advisory to patrons.
8. Coordinates the recruitment and implementation of library volunteers.
9. Maintains personal skills to assure quality of service in areas of library collections, technology, reference, reader's/viewer's advisory and circulation.
10. Exhibits expert knowledge of library policies, procedures, and operations.
11. Utilizes e-mail, voicemail and other library technology to maintain open channels of communication.
12. Demonstrates a positive attitude and supports library goals and objectives.
13. Acts as Person in Charge in the absence of the Director.
14. Performs additional duties as assigned including leading and serving on task forces, committees, etc.

MINIMUM QUALIFICATIONS

- Bachelor's degree or experience working in a public library
- Ability to handle confidential information with discretion and to remain calm in stressful situations
- Proficiency in the use of common computer software programs and the ability to use library-specific software
- Ability to communicate clearly and effectively with staff and patrons

PREFERRED QUALIFICATIONS

- MLS/MLIS degree or equivalent
- Experience managing staff within a library setting
- Working knowledge of traditional and electronic resources related to public service in a library setting including web sites, social media platforms, and databases

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Ability to operate standard office equipment, daily
- Ability to lift and move up to forty (40) pounds, occasionally
- Ability to push book trucks with up to 150 pounds of materials on them, daily
- Ability to perform repeated reaching, bending, and squatting, daily
- Ability to sort and file materials accurately in alpha-numeric order, daily
- Ability to work in a team setting, daily
- Requires availability for extended hours as needed
- Requires evenings and weekends
- Requires periodic participation and attendance at events and trainings
- Requires ability to travel to off-site locations

Pickaway County Library is an Equal Opportunity Employer. In addition, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.