



**Position: Support Services Supervisor, Permanent Part-time**

**Reports To: Head of Support Services**

**Job Duties:**

- Assists Department Head in supervising the Support Services Department and staff and in developing policies and procedures; assists with hiring, training and supervising of Clerks and Shelters, including staff evaluations, scheduling, and timecards. Schedules and maintains 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.
- Seeks professional continuing education, both organized and casual, with an air toward keeping services current and appropriate for the patrons.
- Assists, as assigned, with department volunteers; ordering of supplies and managing budget; processing mail; monitoring and posting information on public bulletin boards; making public address announcements as needed.
- Assists, as assigned, to supervise and perform Outreach Service duties. Prepares and delivers materials to various senior and homebound facilities utilizing the Library vehicle; loads, unloads materials from carts.
- Assists, as assigned, to perform acquisitions duties, cataloging, MARC record maintenance, materials processing, and processing of ILL and MeLCat materials.
- 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.
- 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:** 19 hours per week

- Sunday, 11 a.m. – 6 p.m.
- Monday, 3 p.m. – 9 p.m.
- Tuesday, 3 p.m. – 9 p.m.

**Salary:** \$12.73 per hour

**Benefits:** None

**Application:**

- Resume, cover letter and application required
- Available at [www.novilibrary.org/libraryemployment.htm](http://www.novilibrary.org/libraryemployment.htm)
- Send to: Marcia Dominick, Administrative Assistant  
Novi Public Library  
45255 W. Ten Mile Rd.  
Novi, MI 48375
- E-mail: [mdominick@novilibrary.org](mailto:mdominick@novilibrary.org)

**Deadline:** Tuesday, April 26, 2016