



Position: Support Services Supervisor, Permanent Part-Time

Job Duties:

- Assists Head of Support Services in supervising the department and staff and in developing policies and procedures; assists with hiring, training, and supervising of Clerks and Shelves, including staff evaluations, scheduling, and timecards. Schedules and maintains appropriate staffing levels within the Support Services Department.
- Performs all duties assigned in the ILS Module accurately and efficiently; problem solves patron and catalog issues; 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; 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.
- 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 patrons, co-workers, and professional colleagues; resolves problem situations and collaborates across departments in a positive manner.
- 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.
- Assists in accomplishing the Library's and the Support Service Department's goals.
- Assists, as assigned, with department volunteers; ordering of supplies and managing budget; processing mail; monitoring and posting information on public bulletin boards; and patron account database maintenance.
- Assists, as assigned, to supervise and perform Outreach Services duties. Prepares and delivers materials to various senior and homebound facilities utilizing the Library vehicle; loads and unloads materials from carts.
- Assists, as assigned, to supervise and perform Technical Services duties. Performs acquisitions duties, cataloging, MARC record maintenance, materials processing and maintenance, and processing of ILL and MeLCat materials.
- Seeks professional continuing education, both organized and casual, with an air toward keeping services current and appropriate for the patrons.
- Performs other duties as assigned.

Job Requirements:

- High school diploma or equivalent required; Bachelor's Degree preferred.
- One year of 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.

Hours: 19 hours per week

- Wednesday, 3 – 9 p.m.
- Thursday, 3 – 9 p.m.
- Saturday, 11 a.m. – 6 p.m.

Salary: \$12.73 per hour

Benefits: None

Application:

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

Deadline: Sunday, September 11, 2016