

**CITY OF ALMA
JOB DESCRIPTION**

Alma Public Library Circulation Manager

Date: December 5, 2019

Supervised By: Library Director

Supervises: Library Aide Personnel

Department: Library

Bargaining Unit: Non-Union

Work Location: Alma Public Library

Work Week: Days, Nights, Weekends

Position Summary:

Under the direction of the Library Director, the Circulation Manager oversees and directs the daily operations of the circulation desk. The Circulation Manager supervises all Library Aide personnel, providing schedules, training, performance reviews, hiring, and discipline. Maintains a high level of quality service and public relations for our library patrons and community. Responsible for resolving difficult situations and having the ability to make sound decisions related to patron complaints. The Circulation Manager will be responsible for following through on various issues to ensure timely resolutions. Assists in the preparation of a detailed budget and service reports. Responsible for troubleshooting daily technology issues and also instrumental in implementing new library technology, including research, communication, and staff training. The Circulation Manager will be responsible for working collectively as a team member within the library and representing the library in a positive way, as well as exhibiting a positive disposition as an example for others.

Essential Job Functions:

An employee in this position may be called upon to do any or all the following essential functions. These examples do not include all the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Supervise all library aides, provide schedules, training, performance reviews, hiring, and discipline.
- Serve as technical advisor for the Library's computer systems. Train library employees in the use of the system, troubleshoot, and coordinate regular maintenance and repair

work. Serve as Library representative to contracted technical support team, working with IT professionals concerning technical upgrades and compatibility issues.

- Represent the Library to the public and various community groups. Resolve difficult situations and make sound decisions related to patron complaints and follow through on various issues to ensure timely resolutions.
- Compile data and run statistical reports in support of library functions and annual reporting requirements. Perform research as needed.
- Maintain patron registration files and petty cash, balance cash register, and keep all related bookkeeping records. Inventory and maintain office supplies.
- Administer the Library's collection services. Send overdue notices, receive payments, and coordinate records and payment from the Library's collection agency.
- Prepare informational materials, articles, and newsletters as needed. Participate in the development and distribution of library publications and social media activities.
- Research and recommend new technologies for Library services.
- Assist Library patrons with questions and searches. Assist patrons with locating library materials and the use of library equipment including microfilm, photocopier, word processing and internet searches. Assist with receipt and cataloging of library materials as needed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in library science, accounting, information technology or a related field is preferred. Other education and experience may be considered.
- State of Michigan Librarian's Level 3 limited professional certificate, or State of Michigan Librarian's Level 4 paraprofessional certificate, or the ability to obtain certification upon hire.
- Knowledge of public relations techniques.
- Skill in report preparation including the ability to design and complete reports and publications in various computer programs and software.
- General knowledge of bookkeeping and basic financial procedures.
- Skill in training users and troubleshooting a variety of technical issues.
- Ability to provide leadership and direction on Library technology and staff supervision as needed.
- Ability to communicate effectively and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgement, initiative, and resourcefulness when dealing with employees, City officials, board members, professional contacts and the public.

- Ability to exercise a high degree of diplomacy and work effectively under stress in contentious or confrontational situations.
- Ability to critically assess situations, problem-solve, and work within deadlines and changes in work priorities.
- Ability to work independently and in a team environment.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee’s environment is typically in a public library setting, with a controlled climate where they sit and work on a computer for extended periods of time, communicate by telephone, email, or in person, and frequently move around the library.
- The employee is frequently required to access and retrieve books, periodicals and other materials that vary in weight, size, and shape, and may be located at heights ranging from floor level to over-head level.
- The employee must frequently lift and/or move items of light or moderate weight and must regularly travel to other locations.
- The noise level in the work environment varies from quiet to noisy.

Compensation and Benefits

The starting wage is \$18.09 per hour. The City of Alma offers an excellent benefits package.

Signatures

This job description has been approved by all levels of management:

City Manager:  Date: 12/24/2019

Library Director:  Date: 12-20-19

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____