



MACDONALD
PUBLIC LIBRARY

36480 Main Street
New Baltimore, MI 48047
macdonaldlibrary.org

Job Posting Circulation Services Manager

Job Classification: Full Time, salaried, exempt from overtime

Salary: Starting at \$37,440 annually, negotiable, commensurate with experience and education

Benefits: Generous paid time off; medical, dental, and vision insurance; disability, flexible scheduling, remote work opportunities

Hours: 40 hours per week, including evenings and weekends.

Reports to: Library Director

Deadline: Sunday, October 17, 2021

Essential Duties

- Coordinates all circulation service area activities
- Provides top notch customer service to patrons of all ages
- Develops and maintains effective and friendly relationships with the public, city, and community organizations
- Plan, organize, perform, and supervise all aspects of circulation activity at the check out desk, such as checking books in and out, pulling and trapping holds, emptying the book drop, and accepting payments of fines
- Under the supervision of the Library Director, hires, trains, evaluates, disciplines, and schedules part time circulation staff
- Assists patrons with public computer use, printing, copying, and faxing
- Handles patron questions, requests, suggestions, complaints, and disputes in a courteous and professional manner with minimal supervision
- Manages lost and missing library items and delinquent accounts
- Greets and assists patrons through the library and enforces library policies while maintaining patron privacy
- Prepares monthly circulation statistics and reports
- Balances cash register
- Provides system administration for the library's integrated library system
- Participates in local, regional, and statewide professional committees and meetings
- Maintains technological expertise and ensures the technology skills of assigned staff meet expected levels
- Stays up to date on current and emerging trends in library services, customer service, and other industries
- Recommends new or modified library services, programs, procedures, or collections to administration as appropriate
- Serves as manager in charge in the absence of administration
- Other duties and special projects as assigned

Required Skills and Qualifications

- High school diploma or GED
- Three years of customer service experience
- Demonstrated proficiency in intermediate level computer use



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- Understanding of or ability to learn library automation systems and equipment
- Dedication to continuing professional development and improvement
- Strong interpersonal, organizational, and time management skills
- Excellent ability to communicate verbally and in writing
- Comfortable working independently under minimal supervision and takes initiative to provide the best possible service to the public
- Ability to work in a team environment, be flexible, think creatively, and wear multiple hats

Preferred Skills and Qualifications

- Experience working in a public library
- One year of experience in a supervisory or leadership role

How to Apply

- Complete a library application form, found at <https://macdonaldlibrary.org/Documents/application%20for%20employment.pdf>
- Email a cover letter, resume, completed application, and 3 professional references to Jessica Parij, Library Director
hr@macdonaldlibrary.org
Subject line: *Application for Circulation Services Manager - [YOUR NAME]*
OR apply via Indeed: <https://indeedhi.re/2WkeVwi>

This job description is intended to describe the general nature and level of work performed by a person assigned to this position. It is not an exhaustive list of all the job duties that may be performed by the Circulation Services Manager.