



3400 East Seyburn Drive
Auburn Hills, MI 48326
248.370.9466
ahplibrary.org



Position: Support Services Coordinator
Salary: \$40,000
Benefits: 401K and 457 Plan, Heath, Dental and Optical
Hours: 40 hours per week, including evenings and weekends.
Reports to: Library Director

The AHPL is seeking an enthusiastic, customer service focused candidate to join our team to lead our Support Services Department.

Qualifications:

- Associate degree or vocational training preferred.
- Experience working in a library, including 1 year of supervisory responsibility.
- Experience with Carl X desired
- Proficient in MS Office, Internet browsers, and other computer related technology.
- Able to problem-solve and establish priorities
- Strong organizational and time management skills, and the ability to work independently.
- Excellent customer service skills: calm, tactful, supportive, and patient
- Excellent verbal, written, and interpersonal communications skills.

Primary Job Duties:

- Receives general direction from the Library Director.
- Exercises direct supervision over support services staff.
- Oversee scheduling for support services department.
- Hires, trains supervises and evaluates support service staff
- Serves as the main point of contact for department inquiries and/or issues.
- Participates in development of all policies and procedures.
- Provides coverage for opening and/or closing.
- Performs circulation desk duties.
- Oversees technical services tasks, such as processing and linking materials.
- Listens to patron's inquiries or issues; attempts to resolve these problems as appropriate.
- Oversee daily interlibrary loan services (ILL) lending operations.
- Oversee daily transactions and count of money.
- Serves as a representative at The Library Network Circulation Services meetings.
- Maintains monthly and annual statistics on materials borrowed/loaned utilizing
- Serves as a Sunday staff member in charge on a rotating basis.



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Physical Demands:

Specific vision abilities required by this job include: close vision, ability to adjust focus, and see keyboards. Must be able to sit, bend, and/or walk for extended periods of time. Must be able to reach, and carry books or boxes of books, push book carts, use the telephone, lift, push, pull objects weighing up to 40 pounds.

Submit cover letter and resume to: Lawrence Marble, Director marblel@ahplibrary.org

Application Deadline: Friday, April 1 by 5 p.m.

The Auburn Hills Public Library is an equal opportunity employer