

ASSISTANT CIRCULATION SUPERVISOR**SUMMARY:**

Under limited supervision, assists with the day-to-day operations of the Circulation Department; help with the planning and supervision of the project to implement transition to Radio Frequency Identification (RFID) materials management system; may perform related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are **not** in any hierarchical order)*

1. Resolves customer account disputes amicably through interviewing customer, analyzing account information, investigating facts, communicating about the situation with the customer, and negotiating and/or enforcing resolution.
2. Proactively provides customer service and assists customers through various aspects of using the library including using self check.
3. Assists customers with library accounts, including processing account applications, verifying account information, informing customers of and enforcing account rules and regulations, accepting payment on account, ensuring accuracy of the account.
4. Responds to circulation related inquiries utilizing available electronic technology such as telephone, internet, etc.
5. Reviews department procedures and work processes and recommends changes in procedures and processes to improve customer service and operating efficiency.
6. Trains staff in proper procedures, processes and customer service principles. Counsels employees on performance related issues.
7. Manages money, including checking receipts and records from various money collection machines, completing reports, etc.
8. Enthusiastically promotes reading and use of library materials and ensures attractive merchandising of library materials.
9. Assists in maintaining collection for circulation by generating various reports and assisting staff in searching for and locating library materials.
10. Responsible for the opening and closing operations including managing money, insuring the set up or shut down of equipment, and unlocking or locking doors, monitors details as needed.
11. Ensures that all materials are processed and shelved accurately, efficiently and in a timely manner.
12. Plan and supervise project to implement transition to RFID materials management system.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of principles and practices of effective supervision and customer service.
- Knowledge of basic cash management and office procedures.
- Knowledge of library materials and services.
- Skills in operation of computer hardware and peripherals
- Skills in operation of standard office equipment
- Skills in preparing clear and concise reports, memoranda, and correspondence.
- Ability to troubleshoot computer and office equipment.
- Ability to tactfully handle customer service issues and unhappy customers
- Ability and commitment to work with the public.
- Ability to use the Microsoft Office Software Suite and Lotus Notes.
- Ability to operate library technology systems, including personal computer, software programs and other job-related equipment.
- Ability to set clear objectives and measure and monitor process, progress and results, including fiscal control
- Ability to inspire and motivate staff and communicate vision and purpose to others.
- Ability to communicate effectively orally and in writing.

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- Ability to organize, plan and coordinate complex systems, programs, and schedules.
- Ability to learn and troubleshoot new library equipment and technology, such as RFID, ATM-type-interface, and materials handling system.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Associate's degree from an accredited college or university in Business Administration, Public Administration or related field, and two (2) years experience in a library environment, including one (1) year lead experience, or any equivalent combination of education and experience. Experience with automated library circulation systems, preferred. A valid Florida driver's license is required.