

<b>Job Title:</b>	Information Desk Coordinator	<b>Job Classification:</b>	Library Associate Supervisor
<b>Department/Group:</b>	Customer Services	<b>Job #:</b>	565
<b>Location:</b>	Olathe Public Library	<b>Position Type:</b>	Full-time
<b>Level/Salary Range:</b>	\$44,762.00/year	<b>Schedule:</b>	Monday 9:00 am – 5:00 pm Tuesday 12:30 pm – 8:30 pm Wednesday 9:00 am – 5:00 pm Thursday 9:00 am – 5:00 pm Friday 10:00 am – 6:00 pm
<b>HR Contact:</b>	Leslie K Ellsworth	<b>Date posted:</b>	January 7, 2019
<b>Benefits:</b>	Vacation & Sick Leave Medical & Dental Insurance Long Term Care Insurance 457 Deferred Compensation Plan Section 125 Cafeteria Plan for medical and childcare costs KPERS retirement, disability and life insurance		
<b>Posting url:</b>	<a href="http://www.olathelibrary.org/employment">http://www.olathelibrary.org/employment</a>		
<b>Application Deadline: Please submit application and resume by January 27, 2019</b>			
<b>FAX OR E-MAIL:</b> (913)971-6839 or <a href="mailto:lellsworth@olatheks.org">lellsworth@olatheks.org</a> <b>Online Application:</b> <a href="https://www.olathelibrary.org/employment">https://www.olathelibrary.org/employment</a> Subject Line: <b>Attention:</b> #565 Library Associate Supervisor		<b>MAIL:</b> Leslie K. Ellsworth HR/Olathe Public Library 201 E Park St. Olathe, KS 66061	
<b>Job Description</b>			
<b>SUMMARY</b> Olathe Public Library seeks an enthusiastic individual with excellent communication skills who is excited about providing front-line assistance to library customers at the consolidated service desk.			
<b>ROLE AND RESPONSIBILITIES</b>			
<b>Essential Duties:</b>			
<ul style="list-style-type: none"> <li>• Ability to provide efficient, courteous public service to a diverse customer population and to present a positive image of the library in attitude, appearance, and performance of duties.</li> <li>• Provide reference, information and reader's advisory services to library customers, using print and electronic resources requiring a high degree of knowledge and skill.</li> <li>• Able to conduct effective customer interviews to determine a user's needs.</li> <li>• Consult with other staff to pool knowledge for the benefit of the user.</li> <li>• Able to maintain confidentiality in all customer and staff interactions.</li> <li>• Accept responsibility for the development and delivery of library programming.</li> <li>• Provide clerical assistance as needed within assigned department.</li> <li>• May perform supervisory duties.</li> </ul>			

- Ability to work as an effective team member with staff and volunteers, have a “whatever-it-takes” work ethic, and have an excellent customer service attitude.
- Perform computer functions, which require a high degree of skill and specialization. May include but not be limited to on-line catalog maintenance, cataloging, OCLC searching and other library related technological skills.
- Able to use personal computers, microforms equipment, and other business machines effectively.
- Accept responsibility as the professional in charge of the building and service area when so designated.
  - Accepts responsibility for overseeing staff
  - Monitors library activities
  - Delegates responsibilities
  - Enforces library policies
  - Secures the building
  - Ensures that library operations run smoothly
  - Acts as a liaison to security guard
- Troubleshoot equipment/building problems and report to the appropriate staff or take action as necessary.
- Identify, evaluate and implement appropriate service enhancements to continually improve effective and efficient delivery of services.
- Remain current on advancements and changes in the field of library science related specifically to job duties, attending workshops and training sessions as needed.
- Assist in the establishment of library policies and procedures.
- Demonstrate leadership and proactive attitude in library’s strategic planning process.
- Participate in library staff meetings and community and professional activities directly related to their area of responsibility.

**Specific Duties:**

- Provide reference, information and reader’s advisory to children and adults.
- Know and explain library services and resources in order to make necessary referrals between branch locations.
- Assist and instruct customers through materials and on-line searches, computer software applications, community referrals, and outside sources/collections.
- Answer general questions, assists customers in locating materials and information, and requests items not available at the library.
- Answer in-depth research questions.
- Responsible for all aspects of customer services including new cards, charging, discharging, lost materials, and late charges. Explain and enforce library policy to customers and staff.
- Coordinate the information desk. Participates in staff selection and makes recommendations to supervisor. Supervises information desk staff including training, evaluation, and scheduling.
- Help establish information desk staff work procedures and act as a liaison between Assistants, Branch Manager and Customer Services Manager. Assists in training and development of information desk staff.
- Establish page work procedures and act as a liaison between pages, Page Supervisor and Customer Services Manager. Assists in training and development of page staff.
- Make decisions concerning the organization and allocation of work in assigned areas including scheduling staff.

- Prepare department schedules.
- Assist library customers in resolving UMS accounts:
  - Know and explain UMS Services to customers
  - Work with customers to develop payment plans
- Responsible for maintaining public and staff copy machines in working order. Act as a contact for outside service.
- Responsible for preparing circulation statistics on a monthly basis.
- Accept responsibility for the department when so designated.
- Work with Customer Services Manager at the main library to develop circulation procedures to ensure consistent service to library customers system wide.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

The successful candidate will be an independent self-starter capable of assuming a responsible role in services to customers. Should be able to learn quickly and react positively to change. This position requires excellent written and verbal communication skills, the ability to work in a team environment, a “whatever it takes” work ethic, and an excellent customer service attitude.

**Physical Requirements:**

Work involves bending, reaching, lifting up to 40 lbs., pushing and maneuvering book carts filled with library materials, walking and other limited physical activities; operation of computer and scanning equipment is required. Regular contact is made with employees, volunteers and the general public.

**Education and Experience:**

Supervisor of a distinct library function where a MLS is not necessitated. College undergraduate degree and/or a minimum of three year’s work experience at the equivalent of the Assistant III level or equivalent experience as determined by the Library Director. Demonstrates a high degree of proficiency using Microsoft software applications (specifically MS Word, Excel, and Outlook). Demonstrates progressive responsibilities in prior positions.

**PREFERRED SKILLS**

Supervisory experience. Prefer candidates that can accurately type 45+ words per minute. Experience with electronic database searching. Prefer candidates with a knowledge of SIRSI software or other ILS. AED/CPR certification required or willing to obtain certification.

**SUPERVISION**

Customer Services Manager

Last Updated By:	Leslie Ellsworth	Date/Time:	1/7/2019
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