



Operations Supervisor

OPERATIONS SUPERVISOR

GRADE: 56

CLASS CODE: 1022

DEPARTMENT: Public Services

FLSA STATUS: Exempt

UNION STATUS: Represented

REVISED DATE: October 25, 2019

Summary:

Under limited supervision, plans, coordinates, and oversees the circulation and information services activities and personnel for an assigned area of focus in an assigned library facility within the Timberland Regional Library. Participates, as a leader, in district-wide circulation and customer service projects and initiatives.

Reporting Relationships and Team Work:

Reports to a Library Manager. Responsible for supervision of Library Assistants and Pages. Works collaboratively with other department leads in assigned facility and district-wide.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

May be assigned any of the following duties:

1. Coordinates circulation and information services functions for area of assignment and assists in ensuring the timely and efficient flow of library materials and delivery of high quality service to patrons.
2. Hires, supervises, directs, and monitors the performance of assigned library personnel and volunteers including preparing employee work schedules and ensuring staff compliance with TRL's policies and procedures.
3. Develops and implements circulation and customer service plans, policies, and procedures; establishes and communicates departmental priorities and expectations.



4. Reviews and evaluates departmental policies and work methods; implements changes necessary to improve customer service and operational efficiency.
5. Troubleshoots and supervises the maintenance of library computer systems and equipment. Monitors and maintains departmental supply inventories.
6. Coordinates and provides training to personnel regarding reference, reader's advisory service, and circulation policies, procedures, and work methods. Provides recommendations and assists in developing and implementing circulation and customer service goals, policies, and procedures.
7. Responds to and resolves disruptive patron incidents and issues impacting library and patron services.
8. Participates in Circulation Working Groups and other circulation or customer service related working groups.
9. Performs any of the duties of a Library Assistant or Page, as needed.
10. Performs other duties as assigned or required.

Education and Experience:

- Associates degree in a related field.
- Minimum of three years of customer services experience, including Circulation experience and two years of supervisory experience; OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

Licenses, Certifications, and Special Requirements:

- A valid Washington State Driver's License.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Core Skills and Qualities:

Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:

- Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
- Positively reflect TRL's mission, vision, and values to the staff and public.
- Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.



- Communicate effectively verbally and in writing.
- Demonstrate quality customer service to serve as an adequate resource to employees.
- Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
- Demonstrate a positive attitude and flexibility.
- Work well with others, show respect, contribute to the team.
- Demonstrate library values of service, integrity, collaboration and community focus.
- Demonstrate leadership in handling multiple tasks.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

- Knowledge of principles, methods, procedures, and classification systems for public Library circulation services.
- Knowledge of Federal and state laws, regulations, and standards governing copyrights of library materials.
- Knowledge of public library operations and services; circulation principles, practices and procedures; and library computer systems, databases and software.
- Maintaining confidential data with scrutiny, judgment, and care.
- Knowledge of principles and techniques of effective supervision, training and performance evaluation practices.
- Knowledge of customer service standards and procedures.
- Knowledge of visual merchandising principles.
- Knowledge of branch and TRL goals and requirements.
- Strong time management skills and basic math and cash-handling techniques.
- Ability to plan, organize, supervise and evaluate work of assigned staff.
- Ability to provide effective training in circulation procedures.
- Ability to make decisions and exercise sound judgment.
- Critical thinking and problem solving in meeting the needs of customers.
- Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change.
- Ability to analyze data, processes, and procedures, and develop meaningful reports and recommendations based on the analysis.

Technology Requirements:

- Use of office equipment, including but not limited to Personal Computer and related software packages to perform advanced analysis, information retrieval and tracking.
- Keyboard and alpha/numeric data entry skills



- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Technology Desired:

- SharePoint

Physical and Environmental Conditions:

- Work is performed in a standard office environment, as well as a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is an Equal Opportunity Employer.