



JOB TITLE		DEPARTMENT	JOB LEVEL
Assistant Department Manager		Customer Relations	M1
CLASSIFICATION	REPORTS TO	SUPERVISES	
Exempt	Director of Customer Relations	Customer Relations Clerks	

POSITION SUMMARY

The Assistant Department Manager exercises independent judgment and assists the Director of Customer Relations with the day-to-day operations and management of the department.

ESSENTIAL RESPONSIBILITIES

- Serves as the Person-in-Charge during absence of the Director of Customer Relations
- Manages and oversees the Customer Relations and Market Place areas ensuring a safe, inviting, and aesthetically pleasing environment for library customers
- Assists the Department Director with the supervision and coordination of Customer Relations staff, including hiring, scheduling, training, coaching, evaluating, and mentoring
- Assists the Department Director in carrying out staff Performance Improvement Plans, verbal and-written warnings or other disciplinary actions when needed
- Reviews and approves department payroll for submittal to Finance
- Acts according to department and Security guidelines when dealing with disruptive customers
- Provides support to staff who are dealing with escalated customer complaints/issues
- Communicates procedural and/or policy changes, or other pertinent information, to department staff and branches as needed
- Assists with the development of procedure manuals for Customer Relations
- Inspects and troubleshoots equipment in the Customer Relations area (including OPACs, MediaBank, Auto-sorter, check in/check out stations, and other equipment) for minor problems and reports issues to IT in a timely manner
- Communicates with Security, Maintenance, and IT, when needed, through the designated communication channels (Ticket Systems)
- Assists and makes recommendations to the Director of Customer Relations regarding innovations and/or improvements in streamlining processes and procedures
- Assists department Director with the development and implementation of annual goals and objectives in line with the library's strategic plan
- Works collaboratively with other departments to provide customers with outstanding library services
- Actively seeks and utilizes feedback, ideas, and recommendations from staff, customers, and community members to make improvements within library operations
- Listens to customers and reports both positive and negative comments to Director of Customer Relations, and appropriate GBPLD department managers if Director is absent
- Represents the Director of Customer Relations at off-site meetings, as needed

- Creates positive team environments acculturated to GBPLD's mission, vision, policies, procedures, and strategic plan
- Provides outstanding customer service to customers by responding to questions and providing information regarding local and system wide services, programs, and materials
- Acts as a library ambassador representing the library in a professional manner
- Performs opening and closing procedures for the department
- Pursues professional growth and career development through active participation in professional organizations and continuing education
- Maintains awareness of current library materials, societal fads, trends, and news, to best serve the library's diverse constituencies
- Demonstrates support for innovation and organizational changes needed to improve the Library's effectiveness
- Participates in internal and external meetings, committees, workshops, and conferences
- Other library related duties as assigned *

KNOWLEDGE / SKILLS / ABILITIES

- Competency with all job functions in the Customer Relations Department, including but not limited to customer service, drive-up procedures, concierge service, registration, and Market Place tasks
- Ability to master new technology and software and serve as a trainer and resource to department staff
- Must be comfortable with public interactions and have outstanding public desk etiquette
- Maintains a friendly, positive and cooperative attitude with customers and staff
- Excellent knowledge of library procedures and policies
- Ability to use good judgment in decision-making while following library policies
- Ability to handle difficult and/or emergency situations in a calm, capable manner
- Demonstrates respect for diversity and inclusion of cultural values and continually develops cultural awareness and understanding of self and others
- Knowledge of and ability to apply principles and practices of supervision, training and personnel management
- Clear and effective verbal and written communication skills to communicate with the public and staff
- Ability to complete detailed work accurately and efficiently with minimal supervision
- Working knowledge of common office equipment and relevant computer software for daily tasks, communication and to maintain workflow
- Familiarity with Operating Systems Windows 10 and Microsoft Office Suite
- Must have ability to use email, Internet, blogs, computers, and tablets
- Excellent time management skills with the ability to prioritize and manage time efficiently and effectively to meet deadlines
- Ability to be tactful and respect confidentiality
- Ability to maintain a positive approach while doing daily tasks and when faced with adversity
- Ability to adapt to changing work situations and job requirements
- Ability to work independently and collaboratively as part of a team
- Ability to drive to meetings and training opportunities at other locations
- Ability to work a flexible schedule, including days, evenings and weekends

EDUCATION/EXPERIENCE QUALIFICATIONS

- Bachelor's degree
- Three years of experience in public library service
- Supervisory experience
- Bilingual fluency in English and Spanish helpful

TOOLS/EQUIPMENT

Use of the following equipment: computer, mouse and keyboard, bar code reader, RFID pad, calculator, telephone, fax machine, postage meter, copy machine, Square cash register, self-check machine, book cart, and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to staff, vendors and the public, both in person and in telephone conversations
- Must have visual ability to see computer screen, read call numbers on books, and barcode labels
- Must be able to manipulate computer keyboards, calculator, cash register keys
- Must be able to lift and carry items weighing up to 40 pounds
- Must be able to speak distinctly to large groups
- Must be able to walk distances of more than 100 feet within the building
- Must be able to lift volumes weighing up to 15 pounds each
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to sit or stand for extended periods of time during work period
- Must be able to bend and stoop to reach lower areas
- Must be available to work evenings and weekends
- Must be able to drive a car and hold a valid driver's license
- Must be able to work scheduled hours, which may include days, evenings, and weekends, and meet general attendance requirements

* The scope of the job may change as necessitated by the library's operational demands