



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**

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- 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**

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

## **TOOLS/EQUIPMENT**

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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**

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- 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