JOB DESCRIPTION

Circulation Services Manager
(Administrative Assistant 8)

<table>
<thead>
<tr>
<th>Division: Circulation Services</th>
<th>Primary Location: Main Library</th>
<th>Non-union</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Paygrade: 38M</td>
<td>Salary – $55,559.74 – 72,653.44</td>
</tr>
<tr>
<td>FLSA Status: Exempt</td>
<td>Full time (40 hours/week)</td>
<td>Last Revised: August 2020</td>
</tr>
</tbody>
</table>

General Statement
The Circulations Services Manager is a paraprofessional position who will oversee all aspects of the Circulation Services Division including interlibrary loan. The position, under the general direction of the Head Librarian, has the responsibility of all activities and functions dealing with the circulation of materials and related services, including developing and implementing policies and procedures related to circulation, patron registration, record keeping and revenue collection, and training throughout the library system. The ideal person in this position will possess excellent interpersonal, communication, and customer service skills and have experience working with diverse populations in an urban community. Schedule will include evening and weekend assignments and working at multiple locations, including mobile library services.

Bilingual applicants are encouraged to apply.

DUTIES AND RESPONSIBILITIES

Essential Job Functions
- Supervises, coordinates, schedules, trains, and evaluates Division’s paraprofessional staff, volunteers, and part-time Pages. Makes recommendations for hiring and discipline
- Plans, directs and reviews all functions of the circulation division including loan and return of materials, retrieval of overdue materials, patron registration, inter-library loans and sorting and shelving materials that address the needs of all library patrons
- Actively contributes to library-wide planning, policy making, goal setting and the development of enhanced circulation services as part of the senior management team
- Contributes as an active member of various Library committees and subcommittees as assigned by the Head Librarian
- Uses and instructs staff in the use of Integrated Library Systems and self-service check out systems
- Ensures excellent customer service
- Maintains a high quality of service for the unit
- Collaborates with supervisors and co-workers to formulate and implement circulation policies and procedures throughout the library system
- Maintains professional growth and development through seminars, workshops and professional affiliations
- Interprets library services and policies to patrons in a clear and courteous manner
- Contributes to creating an environment orientated to trust, open communication, creative thinking, and cohesive team effort
- Maintain required statistics, produce/contribute required metrics, prepare reports and other written deliverables
- Actively participates in staff development and training opportunities
• Performs other duties, as assigned, consistent with the functions of the work unit and level of responsibilities

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES
• Demonstrated knowledge of the principles and practices of effective library management
• Demonstrated knowledge and skill in effective employee supervision and management including selection, training, performance evaluation and discipline
• Strong leadership abilities, excellent problem-solving, time management and demonstrated public speaking skills
• Ability to plan short-term and long-term work objectives with staff, to assign tasks and to follow-up to ensure quality of work and completion of tasks
• Ability to develop and maintain effective working relationships with a diverse, multicultural community, volunteers, and staff
• Experience in the management and operation of Integrated Library Systems and services
• Knowledge and experience working with computer software applications and online databases
• Flexibility in prioritizing multiple projects and propensity for details
• Ability and willingness to mentor, train, inspire, and motivate staff while fostering a collaborative team environment, within and between departments
• Ability to take initiative and interest in improving existing work techniques and procedures
• Ability to analyze complex problems, evaluate alternatives and develop creative solutions
• Strong commitment to consistent excellent customer service to a diverse population in an urban environment
• Ability to maintain a high level of professionalism and commitment to the organization
• Demonstrate proficiency in current and emerging technologies
• Ability to work independently and as part of a team
• Ability to learn and use library technologies
• Ability to maintain patron confidentiality
• Excellent interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
• Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling

BACKGROUND REQUIRED
MINIMUM ACCEPTABLE
• Bachelor’s degree from an accredited four year educational institution
• Three (3) to five (5) years’ management experience, including supervision of personnel
• Minimum two (2) years’ experience in a Library setting
• Working knowledge of Integrated Library Systems
• Ability to successfully pass CORI/CORI
• Reliable transportation to travel between required locations

PHYSICAL REQUIREMENTS
• Ability to push book carts and bins loaded with library materials
• Ability to reach and retrieve books at high and low shelf heights
• Ability to stand and or sit for prolonged periods of time
• Ability to perform bending, stooping, lifting, pushing, and twisting
• Ability to perform repetitive hand and arm motions for prolonged periods of time
• Ability to move or lift up to 50 lbs

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

The Worcester Public Library makes every effort to support ALA’s “Core Competences of Librarianship” [http://www.ala.org/educationcareers/careers/corecomp](http://www.ala.org/educationcareers/careers/corecomp) as approved and adopted as policy by the ALA Council, January 27th 2009 and, as an Affirmative Action/Equal Opportunity Employer, values diversity and aims to have its workforce reflect the community. **To apply, please visit:**

www.worcesterma.gov/employment or send resume and cover letter: **To:** City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. **Position to remain open until filled.** Preference given to Worcester Residents. **The City of Worcester is an equal opportunity, affirmative action employer. Women, minorities, people with disabilities and protected veterans are encouraged to apply.** Direct inquiries to: City Hall Human Resources, 508-799-1030, HR@Worcesterma.gov.