JOB DESCRIPTION

Community Services Branch Supervisor
(Librarian Grade 4)

<table>
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<tr>
<th>Division: Community Services</th>
<th>Primary Location: Great Brook Valley Branch</th>
<th>Union/Nonunion Status: Nonunion</th>
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<tbody>
<tr>
<td>Classification: Paraprofessional</td>
<td>Paygrade: 31</td>
<td>$25.11 - $30.43</td>
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<td>FLSA Status: Non Exempt</td>
<td>FTE (40 hours/week)</td>
<td>Last Revised: July 2024</td>
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General Statement
This position is a paraprofessional position with supervisory responsibilities under the direction of the Manager of Community Services. This position is responsible for overseeing the daily operations of the Great Brook Valley Branch library. The incumbent will assist in the selection, organization, location and circulation of library materials, and provide reference and reader's advisory service, programming and other support at the Great Brook Valley Branch and Frances Perkins Branch. 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 evenings and weekend hours and working at other locations.

Bilingual applicants are encouraged to apply.

Essential Job Functions
- Supervise the daily operations of assigned branch libraries
- Assist library users in the selection, organization, location and circulation of library materials
- Perform other tasks necessary for the circulation of materials, including the use of electronic resources
- Understand and perform standard circulation activities and reports
- Provide basic reference services including the use of computers
- Train personnel, evaluate performance, and assign duties
- Coordinate the selection of library materials with Community Services Branch librarians
- Plan and conduct innovative library and outreach programs under the supervision of the Manager of Community Services
- In conjunction with supervisor and staff, evaluate existing operations and initiates new services
- Develop and maintain awareness of neighborhood library needs
- Establish and develop positive and effective working relationships with Worcester Housing Authority officials and other community partners
- Maintain open communication with Worcester Housing Authority staff
- Prepare displays, signs and other public information related to services at the branch
- Monitor physical maintenance and request repairs and improvements to the branch as needed
- Interpret library services and policies to patrons in a clear and courteous manner
- Contribute to creating an environment orientated to trust, open communication, creative thinking, and cohesive team effort
- Actively participate in staff development and training opportunities
- Perform other duties, as assigned, consistent with the functions of the work unit and level of responsibilities
Minimum Job Qualification Standards for Performing Essential Job Functions

- Ability to organize and self-direct work responsibly
- Excellent organizational skills, and the ability to plan and prioritize work effectively to ensure completion of work
- Ability to respond effectively to the needs of patrons of all age groups
- Ability to resolve conflicts with staff and patrons
- Ability to plan, assign tasks, and to follow-up to ensure quality of work and completeness of tasks, and to hold staff accountable for their actions
- Ability to take initiative in improving existing work techniques and procedures
- Knowledge of the philosophy and functions of a public library
- Excellent interpersonal, written, and verbal communication skills and the ability to communicate with professional and paraprofessional staff about concepts, ideas, and requirements
- Strong commitment to consistent excellent customer service to a diverse population in an urban environment
- High level of professionalism and commitment to the organization
- Embrace opportunities to learn in a fast-paced changing environment
- Demonstrate proficiency in current and emerging technologies
- Ability to work independently and as part of a team
- Ability to create positive working relationships with a diverse staff
- Ability to learn and use library technologies
- Ability to maintain confidentiality
- Knowledge of the principles and correct usage of the English language including grammar, punctuation, and spelling

BACKGROUND REQUIRED

MINIMUM ACCEPTABLE
- Bachelor Degree
  - An equivalent combination of education, training and five (5) years’ experience in a Youth Development field which provides the required knowledge, skills, and abilities to perform the essential functions of the job will be considered in lieu of the above-mentioned requirements.
- Three (3) years of library experience, with one (1) year direct library service to the public
- One (1) year of supervisory experience in a youth setting
- Ability to successfully pass CORI/SORI
- Reliable transportation to travel between branches

PREFERRED
- One (1) year experience working with children in a diverse, urban setting
- Two (2) years of supervisory experience in a youth setting

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 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 on or before FRIDAY, AUGUST 16, 2024 to: City of Worcester, 455 Main Street, Room 109, Worcester, MA 01608. 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.