



## Supervisor Trainee (Circulation) - Job Description

**Classification Title:** Supervisor Trainee (Circulation Department)

**Employment Status:** Full-Time

**Benefits:** OPERS retirement plan, health/supplemental insurance, paid leave & holidays

**Wage Range:** \$11.30-13.05 per hour, based on qualifications and experience

**Financial Responsibility:** Yes

**FLSA Status:** Non-Exempt

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**General Purpose:** Develop, support, and facilitate Circulation services and provide support in other library departments as needed. This position is a management development opportunity, with the expectation that the employee will train to perform a supervisory role in the library with responsibilities listed below.

**Essential Job Duties and Responsibilities:** The Supervisor Trainee will work closely with supervisors in Circulation and other departments and progressively develop knowledge and skills within 12 months to satisfactorily perform each essential work task listed below in accordance with the Director's specifications and requirements. The Supervisor Trainee will be responsible for progressing toward each of the duties listed, but will not assume sole and full responsibility for these duties while in the Trainee position:

- Consistently represent the Library and its services in a positive manner and adhere to established policies and procedures;
- Ensure Circulation activities are implemented according to library policies and procedures; ensure all Circulation activities demonstrate excellent customer service;
- Recommend to the Director and contribute to on-going improvements in Circulation activities and areas; review, update, and develop Circulation department procedures with Director review;
- Supervise Circulation Staff in performing their duties; participate in the selection and training of new Circulation Staff; provide on-going training and supervision to ensure Circulation Staff can implement policies and procedures and provide excellent customer service;
- Keep the Director and all library staff informed of changes and issues related to Circulation;
- Contribute information to performance reviews for Circulation staff per Director's requirements;
- Create a schedule for Circulation Staff in consultation with other Supervisors and according to leave policies and Director's requirements; ensure there is consistent Staff coverage to maintain all Circulation responsibilities of the library at all times;
- Supervise consortium borrowing including bag counts, pre-packing, packing and unpacking, and supply orders;
- Correspond with SEO consortium when needed regarding any issues, updates, and changes related to Circulation;
- Manage processes for placing and tracking Inter-Library Loan requests;
- Manage user registrations according to library policies and procedures; maintain all user accounts (adult, juvenile, teacher, institutional, student, etc.);
- Maintain print serials collection (magazines and newspapers), including maintaining records, shelving, weeding, and subscription adds/renewals/deletions in collaboration with the Director;
- Maintain adult media and new materials collections, including shelving, shifting, weeding and gathering holds;
- Supervise upkeep of front lobby of Library building in conjunction with Public Services Supervisor, including maintaining book displays, lobby displays, and Friends sale cart;
- Maintain and log data records related to library Circulation, and the Circulation Department; keep accurate, detailed records and statistics as requested by the Director;
- Oversee collection of and ensure accountability for money collected for fees and services;

- Meet with the Director and other Supervisors as needed; actively contribute to staff meetings, assisting in leadership of meetings;
- Cooperate with administrators, supervisors, and all staff to support library policies, initiatives, services, and programs;
- Perform other duties as assigned.

**Required Knowledge, Skills & Abilities**

- Demonstrated ability to communicate effectively with manager, other supervisors, and staff, and to maintain effective working relationships;
- Demonstrated ability to motivate and direct the work of others;
- Demonstrated ability to keep problem-free and accurate records;
- Demonstrated ability to problem-solve and contribute toward continuous improvement.
- Good technology skills including Microsoft Word, Microsoft Excel, computer operations, and mobile apps;
- Demonstrated administrative abilities: can organize work, focus on details, and accomplish goals;
- Must pass a background check and drug test.

**Qualifications:**

- Bachelor's Degree in related field;
- At least 1 year of experience working in a customer service environment, public library preferred;
- Previous supervisory experience preferred.

**Other Work Considerations:**

- General office/library environment;
- Work requires at least 50% of day in direct customer service;
- Lifting and moving books and materials, and clearing book drops, pushing book carts, and desk duties;
- May require irregular hours, including evenings and weekends;
- Works with library staff, members of the public, customers and community agencies and organizations;
- Work is subject to frequent interruptions;
- Work may involve travel for training or meetings.

*The above job description is intended to describe the overall nature of this position. It is not intended, nor should it be considered as an exhaustive list of all responsibilities, skills or efforts required for this job.*