

Calumet City Public Library

Job Description

Position Title: <i>Circulation Manager</i>	Reports To: <i>Library Director</i>
Department: <i>Circulation</i>	Position Location: <i>Calumet City, IL</i>
Direct Reports: <i>8</i>	Position Status: <i>Full-Time</i>
Average Weekly Work Hours: <i>37.5</i>	FLSA Classification: <i>Exempt</i>

Position Purpose: Under the supervision of the Library Director, the Circulation Manager is responsible for the organization and administration of the Circulation Department, including but not limited to outstanding patron service, implementation and evaluation of Circulation best practices and procedures for the department. The Circulation Manager also serves as a key liaison between the library and SWAN, the library's integrated library system (ILS) platform.

Essential Job Functions:

- Hires, trains, supervises and regularly evaluates Circulation staff
- Schedules staff to accommodate library hours of service, a healthy work flow and patron traffic needs
- Fosters a culture of courteous customer service at the Checkout Desk through strong customer service best practices. Resolves customer service issues and trains Circulation staff to do the same
- Ensures Circulation staff are consistently well-trained on current technologies ranging from the integrated library system interface to commonly used business tools and email
- Coordinates department services and procedures to assist staff in following and implementing the policies set by the Library Board of Trustees
- Prepares and maintains departmental records, statistics and reports as needed, including a monthly report and an annual budget proposal
- Assumes responsibility for the operation and security of the library as needed, serving as Person in Charge by interpreting and implementing library policy to resolve issues.
- Attends and actively participates in Management Team and All Staff meetings
- Conducts, schedules and plans regular department meetings
- Keeps all staff apprised of SWAN consortium-wide policy and procedural updates
- Contributes to long and short range planning and goal setting processes for the entire library as part of the Management Team
- Represents CCPL at appropriate local, state and national professional organizations and conferences
- Participates in relevant training, continuing education and/or professional development
- Perform various Circulation functions including checkouts, renewals, etc. as needed
- Performs other duties as assigned.

Qualifications:

- Bachelor's degree or equivalent knowledge and demonstrated skill in multiple area(s) related to the responsibilities of this position.
- Two years of progressively responsible public service library experience
- Demonstrated proficiency using Microsoft Office, Google tools, integrated library systems and virtual working environments
- Ability to work independently and productively
- Communicates clearly and effectively to establish and maintain professional relationships with staff and patrons
- Availability to meet day, evening and weekend hours requirements
- Access to regular, reliable transportation

Work Environment

- Duties are performed mainly indoors in an active, collaborative office environment with a moderate noise level
- Duties require near constant standing and walking
- Duties require use of close vision and ability to adjust near and far
- Duties require speaking and hearing
- Duties often include lifting up to 30 pounds, bending, stooping, climbing, pushing and pulling in excess of 75 lbs., reaching, handling, and fine manipulation skills
- Duties may include brief exposure to current weather conditions

Equal Opportunity Employer

The Calumet City Public Library, in conformity with applicable laws, is an Equal Opportunity Employer and does not discriminate on the basis of race, color, sex, sexual orientation, age, religion, national origin, or disability.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities of the employee or position. The Board of Trustees reserve the right to modify any job description in part or whole at any time. This description supersedes all previous descriptions.