

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB012 Library Branch Supervisor - Downtown
POSITION #/TITLE: 560 Library Branch Supervisor - Downtown	Adopted:
	Revised:

POSITION DESCRIPTION

Dept: Cedar Rapids Public Library	Manager Level: Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 14
Reports To Position #/Job Code #/JC Title: 0565/NB106/	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Medium	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Provides the public with information and assistance directly and through supervising the Customer Service Division Staff; performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees within Customer Service Division.

Examples of Essential Work (Illustrative Only)

Manages, supervises and participates in all daily service and support operations within the Downtown Library;

Develops projections of resources and personnel necessary to meet established goals and objectives;

Represents the Library in community organizations in the service area;

Works closely with other library management to assure services are responsive to patron needs;

Ensures that building and grounds of the branch are properly maintained;

Participates in committee work including materials selection, programming, management, and identifying community needs;

Prepares reports and statistics for the branch;

Provides strategic and tactical leadership as a member of the library's management team;

Hires, trains, supervises and evaluates staff;

Develops schedules to meet staffing demand for the library's primary interface to the customer;

Mitigates and identifies risk in the handling and care of fine and fee revenue;

Negotiates, resolves, and communicates with customers;

Serves as primary interface for all customer care issues including disputes and service gaps;

Interprets and recommends library policies, rules and procedures connected to customer care and branch operations;

Ensures compliance with library policies and safety practices;

Employs innovations including tools and practices to produce and effective and efficient operation;

Attends professional meetings, conferences and workshops as requested and authorized;
Coaches, disciplines, and evaluates the members of the library team;
Ensures that patron service problems are resolved in a courteous and timely manner;
Makes decisions and takes action that demonstrates an understanding of Library Values;
Performs cash management; makes change, utilizes the Library's point of sale software, and reconciles cash balances;
Communicates official library policy to the staff;
Researches innovations in library services and develops reports for policy development;
Maintains appropriate records for library activities;
Maintains responsibility for entire library during assigned hours;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of library circulation processes, policies, and procedures;
Thorough knowledge of library charges, rate structures and collection principles;
Good knowledge of the capabilities and limitations of library database (SIRSI);
Good knowledge of the Internet and library databases;
Good knowledge of the Dewey Decimal System of classification;
Good knowledge of business arithmetic and statistical preparation;
Ability to manage, coordinate and evaluate the work of others;
Ability in persuasion and negotiations;
Ability in organization development, team building, and group processes;
Ability to work under pressure in a public area;
Ability to lead, motivate, train, organize, prioritize, supervise, and evaluate the work of others;
Ability to communicate effectively and maintain working relationships with other members of the library staff, other supervisory personnel and the public;
Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Master's Degree in Library Science from an ALA accredited or approved equivalent graduate school; and
Considerable experience managing operations and staff within a public library; or
Any equivalent combination of experience, training and certification which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to review a wide variety of written reports and other materials in both hard copy and electronic form;

Sufficient manual dexterity, which permits the employee to operate a computer keyboard and process library materials;

Sufficient personal mobility, which permits the employee to monitor and supervise library operations and to attend meetings at various locations.