

Customer Service Manager (Full-time)



Position: 2025-007
Date Posted: April 1, 2025
Status: Full-time; Exempt
Location: Main Branch

The Upper Arlington Public Library is seeking a Customer Service Manager to lead our Customer Service team. This position is responsible for leading our largest library team that is responsible for the circulation of library materials and customer service. Our ideal candidate will be highly skilled in managing people, team building, process management and optimization of workflow, communication, and customer service. We are seeking a forward-thinking individual who can help lead and guide change as we look towards renovation of our customer service department.

Job Summary:

Oversees the daily operation of Customer Service department, including directing and supervising department operations and activities, evaluating department operational needs, and supervising and evaluating the department staff members.

Essential Functions:

1. Plans, directs, implements, and evaluates the activities and objectives of the Customer Service department.
2. Meets regularly with department staff one-on-one and leads meetings to set and guide individual staff and department goals; ensures effective and thorough communication; celebrates staff and department success and works through challenges. Sets priorities in light of larger organizational goals, translating this understanding into meaningful action items and objectives for department staff.
3. Interviews, schedules, trains, supervises and evaluates Customer Service staff in conformance with established library practices. Recommends selection and hiring of staff that exemplify the behaviors and attitudes identified in the UAPL Culture Philosophy.
4. Supports cross-functional efforts as a member of the Leadership Team and with Administration, modeling collaborative behaviors to set an example for staff.
5. Monitors and evaluates the effectiveness, efficiency, and quality of department services and workflow, leveraging formal project management practices to ensure timely completion and proper control of initiatives.
6. Maintains high-quality direct and indirect customer service by ensuring staff provide the best experience for each library patron by answering and directing patron questions and resolving problems. Resolves patron questions unresolved at other staff levels.
7. Prepares and interprets department reports.
8. Keeps abreast of current trends, technology, and new professional techniques; participates in the activities of professional and related organizations.
9. Participates in establishing departmental policies with responsibility for interpreting those policies at the patron service level.
10. Ensures building compliance with ADA guidelines.
11. Serves as a Lead Passport Acceptance Agent on behalf of the library, which involves executing, processing, and reviewing applications.
12. Serves in the capacity of "Staff-in-Charge" as assigned.
13. Manages delinquent accounts sent to collection agency, including dealing directly with patron disputes and questions. Responds to general questions and specific questions relating to library accounts.
14. Counts money, reconciles reports, and prepares deposits.
15. May provide patron assistance; monitors and provides guidance to patrons in the use of library facilities, services, and computer equipment. Instructs patrons on the use of computer-based library catalog and computer programs.
16. Follows library safety and emergency policies and procedures.

17. Reports maintenance and safety issues to supervisor and/or Facilities personnel.
18. Performs other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Demonstrated strong supervisory skills, knowledge of supervisory methods and techniques.
- Effective customer service and interpersonal skills, including the ability to communicate verbally and in writing in English.
- Competent in the use of Windows-based computer programs.
- Proficiency in word processing, spreadsheet, and database programs.
- Valid Ohio driver's license and proof of insurance.

Education and Experience:

- Bachelor's degree required.
- Three or more years increasingly responsible work experience providing customer service required.
- Minimum of two years of progressive management experience.

Physical and Environmental Conditions:

- The work environment involves everyday risks or discomforts that require normal safety precautions typical of libraries and offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- The noise level in the work environment is usually quiet to moderate.
- Considerable mobility including, but not limited to, extensive periods of walking, bending, sitting, lifting weights up to 20 pounds, and pushing full book carts.
- Manual dexterity sufficient to perform general typing and computer skills.
- Calm and focused handling of interruptions and distractions.
- Periodic intense concentration and sustained viewing of a computer monitor.
- Position requires working irregular hours, including evenings and weekends.
- Some local travel by personal automobile is required.

Hours/Schedule:

Full-time including one evening per week and one weekend per month

Compensation:

\$ 67,912 – 84,864 per year. Starting salary commensurate with experience.

For more information or to apply for this position, visit the Career Opportunities section of our website at www.ualibrary.org.