

## Job Description

<b>Job Title</b>	Customer Service Manager	<b>FLSA Status</b>	Exempt Full-Time
<b>Department</b>	Customer Service	<b>Pay Range</b>	6
<b>Reports To</b>	Library Director/ Public Services Director	<b>Effective Date</b>	04/24/2025

### Objective of the position:

Oversees and coordinates all aspects of the Library's Customer experience initiatives. Responsible for leading, supervising, training and evaluating customer services staff at multiple levels. The Customer Service Manager collaborates with each department in the library to provide materials and support in order to provide excellent customer service to all library customers. Responsible for providing a full range of library services to customers and maintaining the incoming flow and correct organization of Main Library's collections. Committed to the Pickerington Public Library's Mission to "Inspiring Learning, Connecting Community, Enriching Our World, Fostering a Love of Reading!" Leads and manages staff and building resources in order to achieve stated Library goals and objectives. The Manager aligns location initiatives with strategic and tactical plans.

### Supervisory responsibilities:

- Hiring/Firing: Participate in search process and make recommendation to Library Director in the hiring of Customer services staff.
- Training: Oversee and/or conducts formal and informal training with Customer services staff in the provision of quality library services to customers.
- Recommends professional development for Customer services staff.
- Work Review/Revision: Assists in coordinating library services throughout the organization. Directs the work and sets priorities for all Customer services staff.
- Evaluation: Conduct annual evaluations of all Customer services staff. Sets individual performance measurements for staff and holds them accountable.
- Discipline and Counseling: Responsible for discipline and counseling of Customer services staff.

### Job Summary:

- Provides excellent service to customers of all ages and backgrounds, practices positive public relations and performs duties in a friendly and courteous manner
- Serves as supporting authority to staff in resolving customer disputes
- Supervises and effectively performs all aspects of customer service operations for Main Library

- Responsible for all aspects of circulation function, including planning and coordination of workflow, customer registration and relations and communications pertaining to customer accounts
- Leads multiple levels of staff in completing essential duties of Library operations in the area of accounts and basic collection maintenance
- Responsible for ensuring the Customer Service desk is properly staffed whenever the library is opened
- Participate in hiring and training of new departmental staff
- Conducts performance reviews and sets individual performance measurements for staff and holds them accountable, including documenting need for disciplinary action.
- Work at the customer service desk, including checking in and checking out items, completing ILL holds and other typical duties
- Ensures that the user environment is pleasant, friendly and that services meet the needs of customers
- Trains staff to perform job duties and tasks including applying and interpreting policies, procedures, and best practices
- Trains staff on use and troubleshooting of Library technologies and equipment
- Prepares and manages budgets as assigned
- Responsible for providing and overseeing prompt, efficient service to customers
- Recommend policy and procedural changes to administration as related to circulation services
- Assist customers with OPAC terminals and searches by title/author
- Participate in staff meetings and volunteer to serve on committees and library projects as appropriate
- Seek out and participate in continuing education opportunities, such as OLC, in order to keep skills current and broaden knowledge
- Maintain customer files
- Keep phone log of customer calls needing special assistance
- Close communication with the Central Library Consortium and participation at appropriate level
- Is Person-In-Charge (PIC) at all library locations
- Cooperates with other staff, promotes teamwork, shares information and resolves conflict
- Demonstrates understanding of basic library routines and adheres to library policies and procedures
- Checks e-mail frequently and regularly attends management team meetings
- Establishes and implements goals and objectives for Customer Services Department which support the library's strategic plan
- Supervises the daily money collection, including its safekeeping until delivery to bank
- Assist customers in placing requests for library materials, both local and from other CLC libraries
- Monitors facility and property issues and conditions, communicating any needs or problems to the appropriate person

- Cooperates with other staff, promotes teamwork, shares information and resolves conflict
- Develops library's action list for each year with other library managers and track and update branch library statistics
- Assists in the delivery of services to the customer at all service points. Maintains personal skills to assure quality of service in areas of Library collections, technology, reference, readers' advisory and circulation
- Attends local, state and national conferences or meetings as required
- Represents the library on relevant CLC committees
- Participates in at least one Pickerington Community Outreach event per year (parades, OPVBA, festivals, etc.)
- Performs additional duties as assigned including leading and serving on task forces, committees, etc.

#### **Essential functions:**

- Knowledge of basic library principles and basic management skills
- Skill and ability to provide leadership and direct the customer services staff
- Skill in supervising, training and coaching staff
- Must be able to maintain composure in stressful situations
- Demonstrates adaptability to library needs
- Able to cooperate with other staff, promote teamwork and share information
- Ability to exercise good judgment in work performance
- Ability to interact tactfully and courteously with staff, other libraries' personnel, vendors, library administrations, and customers
- Ability to effectively communicate both verbally and in writing
- Ability to stand and/or sit for long periods of time
- Ability to lift or push heavy objects such as boxes of books and loaded book carts
- Ability to pay attention to detail
- Ability to meet the physical demands listed
- Ability to work a flexible schedule including evenings and weekends

#### **Position Requirements:**

- Bachelor's Degree
- Three to five years' experience in a public library setting
- Proven management and supervisory skills
- Excellent communication and computer skills
- Skill in ILS automation environment, or ability to develop that skill
- Maintains professional, businesslike behavior and appearance
- Demonstrated commitment to serving library customers and residents of the community
- Must maintain insurability under the Library's vehicle liability insurance coverage. Must maintain valid driver's license, personal vehicle and acceptable driving record. May drive PPL vehicle if called upon.

- Must successfully pass a background check.

**Physical Demands: Environmental factors:** indoor/outdoor

**Working conditions:** Library operating/non-operating hours including nights and weekends.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **Signatures**

This job description has been approved by all levels of management:

Manager: \_\_\_\_\_

HR: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_