



## ASSISTANT PUBLIC SERVICE MANAGER

### Position Description

Pickaway County Library

Last updated 3/2025

**DEPARTMENT:** Public Service

**REPORTS TO:** Public Service Manager

**FLSA:** Non-Exempt

**RANGE:** 3

#### **POSITION SUMMARY**

Under direct supervision, helps direct the Main Library's services and programs to adults, including materials handling, and supervises staff while promoting a team environment within the organization.

#### **DUTIES**

*Evaluation of this position is based primarily on performance of the following essential functions, which include, but are not limited to:*

1. Assists the Public Service Manager in meeting department goals and objectives based upon the library's strategic plan; evaluates existing workflows and practices; recommends and/or implements changes to promote efficiency.
2. Participates as needed in the hiring and orientation process for new staff; trains staff to perform job duties and tasks including applying and interpreting policies, procedures, and best practices.
3. Works with patrons to resolve issues related to circulation and other library services.
4. In collaboration with the Public Service Manager, oversees the development, implementation, and evaluation of programs for all ages that reflects community interest, current events, emerging technologies, and popular trends.
5. Maintains statistical reports as directed.
6. Helps provide feedback to department staff; proactively addresses any staff performance issues and enforces clear standards for employee conduct; prepares formal reviews of department staff as directed.
7. Manages budget items, projects, and department tasks as assigned by the Public Service Manager.
8. Provides reference and reader's/viewer's advisory to patrons.
9. Coordinates the recruitment and implementation of library volunteers.
10. Maintains personal skills to assure quality of service in areas of library collections, technology, reference, reader's/viewer's advisory and circulation.
11. Exhibits expert knowledge of library policies, procedures, and operations.
12. Utilizes e-mail, voicemail and other library technology to maintain open channels of communication.
13. Demonstrates a positive attitude and supports library goals and objectives.
14. Acts as Person in Charge in the absence of the Director.
15. Performs additional duties as assigned including leading and serving on task forces, committees, etc.

**MINIMUM QUALIFICATIONS**

- Bachelor’s degree or equivalent experience working in a public library
- Ability to handle confidential information with discretion and to remain calm in stressful situations
- Proficiency in the use of common computer software programs and the ability to use library-specific software
- Ability to communicate clearly and effectively with staff and patrons

**PREFERRED QUALIFICATIONS**

- MLS/MLIS degree or equivalent
- Experience managing staff within a library setting
- Experience with developing and implementing programs and services for all ages.
- Ability to deliver programs, speak before groups, and conduct group tours.
- Working knowledge of traditional and electronic resources related to public service in a library setting including websites, social media platforms, and databases

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

- Ability to operate standard office equipment, daily
- Ability to lift and move up to forty (40) pounds, occasionally
- Ability to push book trucks with up to 150 pounds of materials on them, daily
- Ability to perform repeated reaching, bending, and squatting, daily
- Ability to sort and file materials accurately in alpha-numeric order, daily
- Ability to work in a team setting, daily
- Requires availability for extended hours as needed
- Requires evenings and weekends
- Requires periodic participation and attendance at events and trainings
- Requires ability to travel to off-site locations

By signing below, I signify that I understand the responsibilities of the position, meet the minimum qualifications, and am capable of meeting the required duties:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Pickaway County Library is an Equal Opportunity Employer. In addition, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.**