

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: CIRCULATION SUPERVISOR
DEPARTMENT: LIBRARY
**REPORTS TO: ADULT SERVICES SUPERVISOR/
AUTOMATION COORDINATOR**

JOB CODE: 4019
DATE: 2/08

JOB SUMMARY:

Oversees the daily operations of circulation and ensures excellence in customer service.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Carries out supervisory duties of circulation staff on main floor in accordance with various federal, state, and local policies and procedures; hires, trains, plans, assigns, directs, supervises, and evaluates personnel.

Designs weekly staff schedule; oversees compliance with schedule.

Handles delinquent accounts in conjunction with contracted service.

Issues overdue notices and lost materials billing.

Maintains high customer visibility through scheduled hours at the desk and responding to incoming patron telephone calls and in-person inquiries; responds to patron issues and complaints.

Answers directional, informational, and reference questions for patrons by telephone and in person; interprets and explains library policies and procedures.

Chairs regularly scheduled staff meetings; prepares agenda in consultation with supervisor; serves on various other committees as assigned.

Maintains statistical information regarding library circulation and reports findings to division heads and Library Director on monthly basis.

Oversees processing of library cards for Concord businesses.

Assumes administrative responsibilities for cash drawer and daily deposits as required.

Works at the Penacook Branch as necessary; checks out books and answers reference questions.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Visual Equipment

Copier
Adding Machine

Cash Register Audio-
Telephone

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree or equivalent from a four-year college or University in Library Sciences or other related field; and,

One year of progressively responsible related experience.

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Library policies, procedures, terminology, and materials.

General office procedures.

Computer usage and applications.

Basic mathematical computations, such as addition, subtraction, multiplication, and division.

Principles and practices of supervision.

Skill in:

Communicating clearly and effectively, both orally and in writing.

Supervising the work of others, including monitoring work and evaluating performance.

Assisting patrons with various library services and operations.

Using a computer to enter and retrieve information.

Understanding and carrying out oral and written instructions.

Sorting and categorizing library books and materials in standard order.

Making change in money.

Mental and Physical Abilities to:

Interpret, apply, and explain library and material check-out policies and procedures.

Establish and maintain effective working relationships with library personnel and patrons.

Perform the duties of the position while intermittently sitting, standing, stooping, bending, or crouching.

Frequently lift light and occasionally heavy objects.

Use tools or equipment requiring a high degree of dexterity.

Distinguish between shades of color.

Working Conditions:

The work is performed in an office or library.

The employee is exposed to dust, dirt, grease, and irritating chemicals.

Circulation Supervisor
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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.