



JOB TITLE: Member Services Manager
DEPARTMENT: Member Services
FLSA STATUS: Exempt
REPORTS TO: Library Director
PAY GRADE: 10
SUPERVISES: Member Services Specialists and Assistants

JOB SUMMARY

Provide vision and leadership for the team of employees responsible for all functions related to circulation of library materials. Hire, train and evaluate qualified personnel. Plan, develop, implement and evaluate work plans, procedures and policies that result in positive experiences for all library users while actively supporting the Library's Strategic Plan.

ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this job description. The employee is expected to possess the knowledge, skills and abilities needed to carry out these essential functions.

1. Hire, train, schedule, supervise and evaluate the work of department staff.
2. Identify department priorities. Develop procedures, workflows and work plans.
3. Establish and maintain effective customer service guidelines and provides customer training for department staff.
4. Participate as a collaborative member of the Management Team.
5. Coordinate and participate in outreach efforts, including special events.
6. Submit monthly report of department activities and statistics.
7. Propose a departmental budget for resources and staff, then manage the approved budget.
8. Use technology and equipment (software applications, computers, internet, email) to effectively and efficiently perform essential job functions. Perform basic troubleshooting.
9. Maintain a thorough knowledge of the circulation functions of the Integrated Library System (ILS) and/or Library Management Platform (LMP) and consortium policies, procedures and guidelines.
10. Oversee and maintain accurate database of cardholders and borrowing records. Includes running reports, evaluating data and purging records.
11. Respond to requests and suggestions; resolve difficult service problems including concerns related to fees for lost and damaged items.

OTHER RESPONSIBILITIES

1. Work at the Member Services Desk and be able to perform all duties assigned to Member Services Specialists and Assistants.
2. Recommend and help formulate policies and policy changes.
3. Develop content to be shared through communication channels such as the Library's newsletter, eNews, website, social media and staff newsletter.

4. Communicate with consortium staff, system staff and third party vendors.
5. Assume the role and duties of person in charge as needed.
6. Attend board meetings as required.
7. Work with IT department to maintain the mobile device collection, including reporting damages and replacing consumable items.
8. Manage and order supplies for department.
9. Assist with other duties and projects as assigned.

EDUCATION AND EXPERIENCE REQUIRED

1. Associate's degree or Bachelor's Degree
2. Minimum two years of progressively responsible experience in a public library, preferably in a role related to circulation functions.
3. Minimum 1 year of supervisory experience at a public library. (preferred, but not required)

In lieu of above:

1. High School Diploma or GED
2. Minimum of five years of progressively responsible experience in a public library, preferably in a role related to circulation functions.
3. Minimum 1 year of supervisory experience at a public library (preferred, but not required)

PHYSICAL DEMANDS / WORK ENVIRONMENT

These physical demands are needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

At least 75% of the employee's regular duties involve the use of a computer (keyboard, mouse, barcode scanner). Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee works in an active environment and must be able to move throughout the Library. While performing the duties of this job, the employee will sit, stand, walk, push, move, bend, squat, reach and stretch. The employee must be able to lift 25 pounds and transport or move up to 100 pounds of materials from one location to another using a wheeled cart.

The employee must maintain effective auditory and visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment. This position requires an extensive amount of verbal communication. Speech and hearing abilities are essential.

Work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. Occasionally, the employee may be required to work at a location other than the Library, including outdoors.

GENERAL PERFORMANCE REQUIREMENTS

In order to perform these duties effectively and in a manner consistent with the Library's commitment to high quality public service, all employees must possess, and will be expected to consistently exhibit, the following qualities and capabilities. Specific examples of behaviors for each competency are available upon request.

- **Teamwork**
Builds good working relationships with staff members across the Library. Shows respect for others and values their contributions. Cooperates with others and works as part of a team to make valuable contributions toward achieving Library goals.
- **Communication**
Communicates clearly, effectively and concisely in both written and verbal forms. Actively listens to others' ideas and perspectives. Communicates with tact and diplomacy, and remains sensitive to the diverse communication styles of others. Presents a positive demeanor through tone and phrasing of messages.
- **Customer Service/Interaction with Others**
Offers friendly, thorough and timely service to a diverse group of internal and external customers, including but not limited to library members, guests and fellow staff. Takes time to fully explore customers' needs and tailors a response for each situation. Shares information openly to increase others' knowledge and ultimately improve the customers' experience.
- **Job Knowledge & Application**
Applies knowledge to accomplish the primary responsibilities of the position and achieve results within established procedures, policies and timeframes. Maintains quality and performance standards in all situations, and accepts responsibility and accountability for all tasks performed. Utilizes resources (time, equipment, budget, etc.) to maximize efficiency and productivity.
- **Flexibility/Adaptability**
Modifies behaviors and work methods in response to new information, changing conditions or unexpected obstacles. Responds to and handles unexpected and/or difficult situations calmly and appropriately. Accepts, adapts to and encourages change as necessary.
- **Image/Integrity**
Ensures all interactions are conducted with genuine honesty, dignity, and openness. Demonstrates behaviors that reflect positively on the Library and uphold the Library values and image. Exhibits energy and enthusiasm for the job and the organization.
- **Problem Solving & Decision Making**
Recognizes and fully identifies problems. Gathers and analyzes data, evaluates a variety of options and determines the best course of action. When appropriate, obtains necessary approvals, implements and then ensures effectiveness of decisions.
- **Innovation**
Generates new ideas and solutions. Challenges the status quo. Actively pursues new or improved ways of accomplishing tasks or supporting Library objectives. Stays abreast of trends, remains open to new ideas and focuses on continuous improvement.
- **Planning and Organizing**
Understands needs, establishes priorities and appropriately utilizes resources (time, technology, budgets) to proactively develop work plans. Monitors and adjusts ongoing plans to implement projects correctly and ensures they are completed in an effective and efficient manner.

- **Self Development**
Pursues additional knowledge and skills to enhance personal growth and contribute to the success of the organization. Seeks opportunities for learning new areas and participates in new projects to keep skills current and broaden knowledge.

The Member Services Manager is also expected to consistently exhibit the following qualities and capabilities:

- **Leadership**
Encourages others to perform to the best of their ability. Communicates clear directions, defines realistic expectations and appropriately delegates work. Provides ongoing guidance, meaningful feedback and support by mentoring, developing and motivating others in the execution of organizational goals and individual objectives.