



The Star
In East Texas

THE CITY OF JACKSONVILLE

POSITION: CIRCULATION SUPERVISOR DEPARTMENT: PUBLIC LIBRARY

GENERAL DEFINITION: Supervises circulation desk employees; performs phases of circulation duties; works in close contact with the public, and also performs related work, as required. Provides assistance with electronic resources and the Internet to a large number of computer users. Stays apprised of new resources through continuing education, professional journals and training.

SUPERVISION RECEIVED: Work is performed under the general supervision of the Library Director.

SUPERVISION EXERCISED: Supervises circulation desk employees.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following, as well as other duties as assigned by the Library Director: Supervises circulation desk employees, Work at the circulation desk to check books and other materials in and out; wait on patrons; answer questions; find books and materials requested; issue and/or replace library cards; levy fines, take money and operate cash register; obtain information for patrons or refer to the appropriate staff member; help locate lost books; use and/or instruct patrons on the use of library computers and online databases. Duties also include reviewing paperwork regarding overdue items, typing overdue forms and/or notices; follow up on overdue notices to patrons; determine value of lost items; calculate amount to bill patrons for lost items. Perform a variety of duties including retrieving items from book drop, loading on cart. Push and/or pull carts, up to 30 pounds of exertion; lift equipment weighing up to 50 pounds. Other duties include sorting and shelving books on shelves up to 72 inches in height. Help move tables and chairs; work on special projects. Some attendance at occasional workshops in or out of town may be required.

JOB SKILLS REQUIREMENTS:

Ability to communicate effectively with staff members and patrons of varying ages. Must be computer literate, with working knowledge of the Internet and experience with mainstream social media; Ability to perform multiple tasks simultaneously; Ability to deal with a high volume of work in a short period of time; standing 90% of the time when working the desk or shelving; walking to and from shelves and magazine storage; sitting for extended periods of time while typing and entering data into the computer; knowledge of library organization is a plus. Excellent written and oral communication skills. Ability to work cooperatively and congenially with others. Ability to handle customer issues and complaints appropriately. Ability to work closely with others as part of a team.

REQUIRED EDUCATION:

Prefer at least 2 years of college in Liberal Arts, or other discipline.

WORK SCHEDULE: Monday – Friday, 9:00 am to 6:00 pm; Flexible with a possible evening and/or occasional weekend for a total of 40 hours per week. To be determined with a successful candidate