

CUSTOMER SERVICE MANAGER

Adopted – 10/89; Revised – 04/03, 04/08, 03/09, 08/11, 03/12, 03/14, 03/15, 07/15, 01/17, 12/19, 10/20, 04/21, 03/22

Department: Customer Service

Reports To: Assistant Director

Supervises: Customer Service Staff

Job Status: Full time/Salaried

FLSA Classification: per FLSA Guidelines

Salary Schedule Classification: Manager

Indiana Certification Level: Librarian Certification 3

Position Summary: The Customer Service Manager is responsible for the day-to-day operation of the Customer Service Department. Responsibilities include personnel and administrative tasks; providing quality service at the Customer Service desks; and activities related to the maintenance of patron accounts and to shelving and order of the stacks.

Required Education: MLS from an ALA accredited program

Experience: Library and supervisory experience preferred

Physical Requirements:

1. Duties are performed in a public library environment
2. Work involves the use of a computer for extended periods of time
3. Work includes physical exertion, such as lifting books or boxes and pushing carts or book bins
4. Must be able to manipulate books and other media

Job Knowledge, Skills, Abilities:

1. Has knowledge of current public library policies, practices and procedures and be able to execute good judgment when applying the same
2. Comprehends, retains and follows oral and written instructions
3. Organizes and prioritizes tasks and handles multiple duties simultaneously
4. Ability to communicate with both customers and colleagues at all levels and interact effectively with other internal departments
5. Proven drive and enthusiasm for working with and serving customers
6. Ability to instruct and train public and staff
7. Proficient with the Integrated Library System
8. Good interpersonal and customer facing skills, able to empathize, maintain professionalism, display patience and politeness within a sometimes-pressurized work environment
9. Ability to establish measurements and analyze and report findings
10. Understands the department's role within the library and the library's role in the community
11. Works accurately with attention to detail
12. Working knowledge of computers, computer software and Internet skills
13. Demonstrates decision making skills
14. Good team working skills and ability to work with minimal supervision

Essential Duties of Customer Service Manager:

The following outlines the nature and level of assignments typical for this position. It is not an exhaustive list of duties. Additional duties may be assigned.

- A. Manage the day-to-day operations of the Customer Service department to include the Computer Lab
 - 1. Monitor the quality of work and service offered to patrons
 - 2. Oversee the maintenance of the patron database
 - 3. Oversee the shelving and sorting process
 - 4. Troubleshoot hardware and software needs directly related to the Customer Service Department, such as copiers, computers, and printers.
 - 5. Request supplies used by the Customer Service Department
 - 6. Assist and train staff to problem solve difficult patron needs and issues
 - 7. Provide assistance with scheduling public meeting rooms for patrons
 - 8. Monitor patron accounts who are in collections
 - 9. Ensure the staff are trained and provide patron assistance at the Computer Lab
 - 10. Coordinate special projects
 - 11. Coordinate annual shelf reading of collection, compiling list and making staff assignments of collections to be addressed

- B. Supervise the Customer Service staff
 - 1. Schedule staff at the Customer Service desks and for shelving coverage
 - 2. Conduct department meetings
 - 3. Evaluate the Customer Service Assistants and report to Assistant Director
 - 4. Interview, select with Director's approval and train Customer Service staff

- C. Technology – Operate, troubleshoot, maintain and give instruction on the Customer Service equipment, software, procedures and policies, includes but not limited to:
 - 1. Coordinate the overdue notice and biller process
 - 2. Manage the held item and notification process
 - 3. Manage the cash drawers and train staff on the cash register, credit card machine, LEAP/Polaris and related policy and processes
 - 4. Assign staff in locating misplaced materials from claimed returned, claimed never had and missing materials and inform the Information Services department of a possible need for replacement
 - 5. Oversee the charges and processing of damaged and never returned materials and inform the Information Services department of a possible need for replacement
 - 6. Oversee the Meeting Room Reservation system, securing the meeting rooms and related policies
 - 7. Oversee the process and train staff in receiving and returning interlibrary loan materials via the courier or the mail and work with the loaning library on damaged or never returned materials

- D. Prepare a Customer Service Department Report for the Assistant Director

- E. Serve as a member of the Public Services Management Team along with the Information Services Manager, and Technical Services Manager.

- F. Know and review annually with the Customer Service staff the emergency procedures employed in the event of power outages, fire, tornado and other emergencies

Other Duties:

- A. Assist at the Customer Service desks as needed.
- B. Assist with providing assistance with the Digital Conversion Stations
- C. Assist with programming as needed
- D. Assist with collection development areas as assigned
- E. Assist in Library-wide events, activities, and outreach