



JOB DESCRIPTION

Updated: June 2, 2023

Job Title: Assistant Manager

Department: Patron Services

Reporting Relationship: Reports to Patron Services Manager

List of direct reports: Pages and Page Coordinator

Position Summary: Patron Services Assistant Manager supports the Manager in the implementation of all policies and procedures, trains staff and evaluates their progress, and resolves patron issues fairly and in accordance with Library policy.

Essential Job Duties and Responsibilities:

- Manages the Page team including hiring, scheduling, training, completing evaluations and managing workflow
- Accurately performs essential circulation functions and procedures
- Expertise in Library policies and procedures and ability to clarify for staff and patrons
- Solve complex patron issue
- Provide continuing education for staff on circulation policies, procedures and ILS updates
- Assists Patron Services Manager in the hiring, training and evaluation of Patron Services team
- Efficiently supervises all operations and functions of department
- Lead the team in the absence of department manager
- Show initiative by leading special projects and recommending improved services for patrons
- Report Technical issues to Manager regarding ILS and RFID equipment and software
- Troubleshoot technical issues with computers, return station and checkout stations
- Maintain and increase skills and knowledge through continuing education opportunities
- Interacts positively with people of all ages and temperaments
- Other duties as assigned

Qualifications:

- Minimum education of associate degree
- Minimum 2 years of customer service experience
- Minimum 1 year of supervisory experience
- Comfortable working on a computer and ability to learn Library's circulation software
- Proficient in Microsoft Office
- Must possess a positive attitude and work well in a team environment
- Effective multitasking abilities
- Ability to work independently and to complete assigned tasks accurately
- Ability to file materials alphabetically and numerically according to Dewey Decimal Classification

Working Conditions/Physical Requirements:

- Ability to stand, kneel and stoop for long periods of time
- Ability to lift and carry materials
- Ability to push and pull a loaded book cart in excess of 75 pounds
- Ability to read printed information on library materials
- Ability to effectively communicate with patrons and staff
- Ability to reach and complete repetitive movements
- Ability to balance on stool and reach materials
- Ability to deliver materials to patrons in parking lot during inclement weather

The Library reserves the right to modify this and every job description in whole or in part at any time. The Park Ridge Public Library is an Equal Opportunity Employer and will make reasonable accommodations to disabled persons in performing his/her job responsibilities.