



JOB ANNOUNCEMENT

CIRCULATION SUPERVISOR

MEDFORD LOCATION

FULL-TIME/40 HOURS PER WEEK

\$41,965 TO \$52,560 PER YEAR

\$20.18 TO \$25.27 PER HOUR

CLOSES JULY 6, 2021 – OPEN UNTIL FILLED

ABOUT JCLS

With more than 200 days of sunshine each year, Jackson County, Oregon is located midway between Portland and San Francisco. The region boasts beautiful valleys and mountain lakes, wineries, wild rivers, easy access to the Redwoods and coast, and cultural entertainment to rival big cities.



Jackson County Library Services (JCLS) serves the 220,000 residents of Jackson County with 15 branch libraries. The mission of the Jackson County Library District is to connect everyone to information, ideas, and each other. We provide a wide range of children's, teen, and adult physical and electronic resources and collections as well as outreach services, including booktalks for elementary and middle school students, services for homebound patrons, and outreach to childcare centers. Our ever-changing [calendar of programs](#) and events is diverse, including musical performances, lectures, art exhibits, classes, book groups, storytimes, and more.

THE POSITION

The Circulation Supervisor will supervise paraprofessional staff in public service areas of the library. The primary responsibility is at the circulation desk, providing excellent customer service, handling and overseeing the opening of accounts, placing holds, handling fines, processing lost materials, and problem-solving patron accounts.

DUTIES AND RESPONSIBILITIES

- Provide excellent, friendly customer service, dealing tactfully with library patrons, maintaining appropriate and harmonious patron relationships, and promoting good public relations by greeting and completing all transactions accurately and courteously.
- Lead tours of the library and provide assistance to patrons in all areas of the library.

- Supervise Library Associates, Library Clerks, and volunteers, including performance management, evaluation, interviewing/hiring, training, and approving timesheets with a passion for building and leading effective teams.
- Work closely with the Area/Branch Manager to ensure the Circulation Department's day-to-day operations are efficient and reaching excellence standards.
- Communicate often, including holding department meetings, with Circulation Department staff regarding library policies, procedures, programs, and strategic plan.
- Serve on the systemwide Circulation Committee and work collaboratively to create circulation policies and procedures.
- Analyze, use reasoning to logically problem-solve, and contribute to the solution of problems relating to circulation services.
- Support and implement standardized library procedures and policies.
- Apply judgement, discretion, and initiative in performing moderately complex clerical and computerized circulation system work.
- Inform library patrons of rules of conduct as necessary, and enforce policy as appropriate.
- Maintain circulation records.
- Process damaged materials to ensure collections are maintained in good condition.
- Assist with library opening and closing procedures.
- Support the reference desk in assisting patrons with questions.
- Excellent planning and organizational skills.
- Regular attendance.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency with library systems and databases.
- Principles and methods of supervision, management, and training.
- Techniques of public relations and appropriate philosophy and attitude toward library and public service.
- Excellent communications skills, both written and verbal.
- A high degree of proficiency in Microsoft Office suite including Excel, Word, and PowerPoint.
- Excellent customer service skills.
- Ability to embrace change, along with the ability to strategize.
- Ability to work a regular schedule that may include a combination of days, evenings and weekends.
- Actively supports and respects diversity in the workplace.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

1. High School Diploma or GED and one year of supervisory experience OR Equivalent combination of education and experience which provides the knowledge, skills, and abilities required to perform the duties as described.
2. Demonstrated ability and experience to achieve goals while effectively leading a team whose members have a wide range of skills, knowledge, abilities, and responsibilities.
3. Proven ability to communicate effectively with a number of different audiences using a variety of methods.
4. Strong interpersonal skills.

DESIRED QUALIFICATIONS

1. Bachelor's Degree from a regionally accredited college.
2. Bilingual.

SPECIAL REQUIREMENTS/LICENSES

- Criminal background check required.

WORKING CONDITIONS

While performing the duties of this position, the employee is continuously required to communicate by talking and listening, use of fingers and hands, repetitive motion and sitting. Frequently required to stand, walk, reach, sit, and feel. Occasionally bend, stoop, grasp, and rarely to feel, kneel or crawl. The position requires mobility, including the ability to move materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc.; may infrequently require moving materials weighing up to 20 pounds.

Manual dexterity and coordination are required over [75%] of the work period while operating equipment such as computer keyboard and standard office equipment.

Travel to other district locations and/or to workshops/professional meetings/conferences.

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable.

Conditions may consist of the following:

- Reading for comprehension and direction (policies & procedures)
- Speaking to share, respond and maintain relationships or to convey instructions and/or direction
- Presenting to a wide range of ages and audiences to inspire lifelong learning
- Considerable cognitive process to make effective decisions for non-routine work
- Various equipment includes computers with a keyboard and mouse, telephone, and other electronic devices to share documents, information, and discussion
- Deadlines and changing priorities with multiple demands on time
- Attendance at evening and weekend meetings and/or social/business events
- Available for emergencies and off-schedule contacts

SALARY

This position is placed at range J on the JCLS salary schedule, and has a starting salary range of \$20.18 to \$21.43 per hour. The full salary range is \$41,965 to \$52,560 per year and \$20.18 to \$25.27 per hour. Placement on the salary schedule is based upon education and experience.

BENEFITS

JCLS offers a competitive benefits package including 401(a), medical, dental and vision coverage to employees and qualified dependents. In addition, JCLS provides vacation, sick leave and paid holidays.

SELECTION PROCESS

After the preliminary screening, selected candidates will be invited for an initial interview. Videoconference interviews (in lieu of an in-person initial interview) will be offered. Candidates to be interviewed will be selected from applicants who most closely meet the minimum and desired qualifications. Meeting the minimum qualifications does not guarantee an interview.

JCLS reserves the right to re-advertise the position or to delay indefinitely filling of the position if it is deemed that applicants for the position do not constitute an adequate applicant pool or if funding is not available.

CONDITIONS OF EMPLOYMENT

Employees must satisfy all of the pre-employment requirements prior to appointment that include, but are not limited to; verification of their legal right to work in the United States, and a background check.

ACCOMMODATIONS

Applicants requiring reasonable accommodations in completing the application or the interview process must notify the Human Resources Department in advance.

EQUAL OPPORTUNITY EMPLOYER

JCLS provides equal employment opportunities to all employees and applicants for employment, and prohibits discrimination and harassment, of any type, without regard to race, color, religion, age, sex, national origin, marital status, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

The organization employs affirmative personnel measures to ensure the achievement of equal employment opportunities in all aspects of employment, and the work environment. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff, termination, training, and conflict resolution.

APPLICATION PROCESS

In order to be considered for this position, applicants must submit a **JCLS Application, Cover Letter and Resume**. The JCLS Application can be found [HERE](#). These items must be turned in to the Human Resources Department no later than **July 6, 2021 at MIDNIGHT PST**.

Materials can be submitted by emailing to bfogerty@jcls.org. Only candidates with complete materials and who meet the minimum qualifications of the position will be considered.