

Job Description

Job Title:	Lending Supervisor: Circulation Desk Training
Department:	Library
Reports To:	Manager, Circulation Services: Lending
Jobs Reporting:	Weekend Supervisor and Technical Support, Evening Supervisor and Technical Support, Weekend Supervisor, Evening Supervisor
Salary Grade:	USG 6
Effective Date:	August 31, 2012

Primary Purpose

This library position has primary responsibility for ensuring that highly-trained staff are in place as needed for the circulation and micro desks.

Key Accountabilities

Coordinates daily activities and supervises staff in Lending

- Deploys permanent and casual staff to most productively meet Lending goals and objectives, including:
- Participating in the hiring, support and supervision of co-op students
- Administering the procedures that engage permanent staff in providing back-up support to the circulation desks
- Backing-up the Lending Supervisor: Environment and Website in the hiring, scheduling and supervising of casual monitors and attendants
- Coaches, trains and develops employees to assure growth and development of those individuals
- Conducts regular performance reviews with direct reports, and ensures adherence to annual Performance Planning process
- Makes decisions on the hiring of their direct reports, in consultation with the manager.

This position is the supervisor of all casual desk staff, with the support of other Lending supervisors, Evening and Weekend and Weekend/Evening Supervisors, and the Desk Co-ordinator (Davis). In this role, they are responsible for ensuring that highly-trained casual staff are in place at the circulation and micro desks when needed. This includes:

- Working closely with managers and supervisors to determine the needed amount of hiring, and working within determined budgets
- Doing all interviewing and hiring
- Arranging and overseeing detailed training, with the support of other desk trainers
- Scheduling, with support from the Desk Co-ordinator (Davis), and making on-going adjustments to schedules as needed
- The time-sensitive elements of this position are supported by the Lending Supervisor: Environment and Website.

Accountable for maintaining high standards of training for the desks, with the close support of the manager

- Responsible for ongoing maintenance of the circulation desk training package, and shares responsibility with the manager for developing it using innovative training methods and best practices, with a focus on excellent customer service
- Participates as a trainer

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- Works closely with other desk trainers to:
- ensure comprehensiveness of desk training of each new staff member
- identify and explore training gaps and opportunities
- discuss and adopt best practices in the delivery of training

Responsible for sharing in the provision of support for Lending technology

- Along with other unit experts, assists the manager in:
- investigation and testing of changes to all Lending supporting software
- development and delivery of training on the changes to the software
- Is the department expert in the department scheduling software, and shares expertise with the Library Clerk: Payroll, in administration and testing of upgrades of the locally-developed hiring software

Shares in the provision of circulation desk services

- Typically works one 2 hour shift per week at the circulation desk
- Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

Undergraduate degree or equivalent in education/experience.

Experience

- demonstrated commitment to high-quality customer service
- supervisory experience with proven strong mentoring ability
- experience training in a workplace setting
- proven aptitude with software applications
- proven ability to manage and prioritize tasks
- Experience in library operations, particularly knowledge of circulation systems, is an asset
- MS Word (Basic), Excel (Basic)

Knowledge/Skills/Abilities

- Must have proven excellent communication and interpersonal skills
- proven self-starter
- analytical and problem-solving skills

Nature and Scope

- **Contacts:** Internally, communicates with department supervisors and managers to present and discuss information and problems. Also communicates with desk trainers to collaborate and reach agreement on training plans and “sell” ideas. Works with Library Systems and Facilities departments to obtain action on issues. Externally, works with patrons to respond to problems and promote

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services, and with campus contacts such as Plant Operations, to present issues and discuss problems.

- **Level of Responsibility:** Accountable for ensuring staff perform specialized work. Works with minimal supervision and has direct reports.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with manager and others to solve more complex problems.
- **Physical and Sensory Demands:** Minimal demands typical of a supervisory position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position with responsibility for a time-sensitive activity.