



# City of Tempe

## SUPPORT SERVICES SUPERVISOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	197	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Services	<i>Salary / Hourly Minimum:</i>	\$48,622
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$65,639
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Library Supervisor
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Professionals

### DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from supervisory or management staff.
Exercises direct supervision over regular and temporary staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	<p><b><u>When assigned to Accounts:</u></b></p> <p>Two years of experience in cash handling and customer service including one year of library experience.</p> <p><b><u>When assigned to Shelf Maintenance:</u></b></p> <p>Two years of experience performing a wide variety of complex and technical work in a library, related to library materials in and out of the library and satellite locations.</p>
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by college level course is highly desirable.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To coordinate and administer a variety of advanced level professional duties in the Accounts division of the library, including cash handling, customer service and processing activities.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Supervise work group; participate in the selection of staff; provide or coordinate staff training; plan, prioritize, assign, supervise and review the work of staff involved in the program area; work with employees to correct deficiencies; implement disciplinary procedures.
- Develop Accounts staff work plan: schedule work activities, projects and programs; monitor work flow; review and evaluate work of staff.
- Be responsible for final decisions regarding the resolution of difficult problems with Library patrons regarding circulation, including problems with lost, damaged or overdue materials, Library fines and Library services and information.
- Recommend and implement goals and objectives; establish schedules and methods for assignment area; implement policies and procedures.
- Interpret and analyze reports for accuracy.
- Prepare weekly statistical report; prepare monthly and annual reports as required; run reports as required on automated library systems.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget requests; monitor and control expenditures.
- Represent the Tempe Public Library at meetings and conferences.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### **When Assigned to Accounts:**

- Develop, implement and oversee procedures to ensure circulation unit's compliance with City cash handling and cash collection procedures; schedule and perform periodic sectional reviews for compliance with established procedures.
- Receive, verify, and enter into proper accounts all library revenue, fees and miscellaneous service charges, including monies collected on behalf of other organizations such as Valley Metro, City of Tempe Transit Office and Friends of the Library. Prepare and reconcile all daily business receipts and prepare bank deposits. Investigate and resolve all cash handling discrepancies with appropriate staff.

- Provide accurate, daily computer input accounting for all cash transactions.
- Respond to circulation related inquiries or problems from other staff; respond to and resolve patron inquiries as related to materials control.
- Update library database by deleting lost and missing materials from computer system; recommend policies and procedures to facilitate circulation of materials.
- Communicate with patrons, orally and in writing, about fines assessed for lost or damaged Library materials; explain Library policies to patrons; coordinate overdue material recovery efforts with patrons and with a collection agency.
- Block patron record on computer if materials are damaged, late or missing; clear patron record when fines are paid and materials are returned.
- Receive and account for fines and other fees paid for lost or damaged Library materials; supervise the accounting function for all fines paid.
- Disseminate accounts related information and changes to all Library sections and train staff accordingly.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget requests; monitor and control expenditures.
- Train staff in the use of library computer systems.

**When Assigned to Shelf Maintenance:**

- Evaluate operations, activities, and effectiveness of Shelf Maintenance work group; recommend improvements and modifications.
- Work with other supervisory staff to determine best arrangements for collections; develop methods to enhance materials visibility and promote increased circulation.
- Maintain circulation status of items in database; recommend policies and procedures to facilitate circulation of materials.
- Diagnose and troubleshoot technical hardware and software issues with circulation and sorting system.
- Respond to general assistance inquiries for library materials, materials on hold, library services, and information; may respond to user complaints.
- Assist library users in searching and retrieving information from computer-based resources including the online catalog, electronic resources, and the internet.
- Coordinate and implement all materials shelving protocols including normal re-shelving, collection shifting, shelf loads, and general flow of all materials coming in and out of the Library.
- Evaluate operations, activities, and effectiveness of Shelf Maintenance work group; recommend improvements and modifications.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Lift heavy objects up to 25 lbs.;
- Move heavy objects with forklift, dolly, (i.e. push a book cart of 250 lbs.) etc.;
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;

- Extensive reading and close vision work;
- May require working extended hours.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective November 1988*

*Revised September 2001 (range adj, duty change, change in exempt status)*

*Revised October 2016 (job title, job duties, and min quals update)*

*Revised August 2017 (added Shelf Maintenance assignment)*