

## BRANCH OPERATIONS SUPERVISOR II

### JOB DESCRIPTION

**Classification Responsibilities:** A Branch Operations Supervisor II performs duties and responsibilities at a large regional library which may include, but are not limited to, any combination of the following tasks: plans, organizes, , and oversees the day-to-day customer service operations and general maintenance of the building; recruiting, selecting, scheduling, training, supervising and evaluating full-time and part-time employees, and volunteers; deals with patron disputes and fine amounts and accounts turned over to collection agencies; monitors cash register and e-commerce use; verifies accuracy of daily receipts, prepares cash deposits; orders supplies and equipment; oversees processing and circulation of periodicals and newspapers including check-in and display; acts as the security liaison; represents Customer Service Unit at administrative meetings and serves on committees; assists in developing and implementing new policies and procedures for circulation; provides reports as needed, and coordinates evacuation plans. This class performs related duties as required.

**Distinguishing Features:** This class is distinguished from the Branch Operations Supervisor I classification by the responsibility of managing the operations of a large regional branch library with greater number of staff and greater number of patrons. This class is supervised by a Branch Coordinator II who reviews work through conferences, meetings, reports, and results achieved. Night and weekend work is required. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in General Studies, Library Science, or a related field. Considerable (3 - 5 years) Library experience in a customer service capacity. Good (1 - 3 years) experience in a lead or supervisory capacity.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** None.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, vendors, outside contractors, other City employees, and volunteers in order to resolve problems, explain policies, and give direction. Instructs and/or trains subordinates, and volunteers regarding circulation. Prepares written documents such as budget requests, statistical and activity reports, correspondence, and performance appraisals in order to provide information and make recommendations.

**Manual/Physical:** Monitors and evaluates the work of subordinates to ensure compliance with prescribed operating procedures. Enters data or information into a personal computer (PC) in order to prepare written documents. Prepares and updates work schedules to produce weekly and daily schedules. Uses a handcart and book trucks to move crates, boxes, and books weighing up to 150 pounds or more to deliver materials to the appropriate location. Uses a hand truck and book truck to move books and other library supplies weighing up to 35 pounds per box in order to transport books. Detects audible backup warning devices to assist drivers on the loading dock. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and directs the circulation activities. Selects new staff, provides initial training, supervises and evaluates the work of subordinates performing circulation tasks. Prioritizes and assigns work to subordinate personnel and prioritizes own work. Resolves procedural, operational, and other work-related problems by handling more difficult patron problems. Coordinates work activities with other Branch Operations Supervisors.

**Knowledge and Abilities:**

Knowledge of:

library circulation and shelving functions, procedures, operations, and responsibilities; and the principles and practices of employee supervision, training, and evaluation.

Ability to:

work with and develop teams;  
perform, when necessary, some of the major tasks of Library Assistants in order to accommodate workload demands;  
remain calm and efficient under pressure while at a public service desk;  
plan, organize, and perform work assignments with initiative and judgement; and  
operate a PC, including Library-related software packages.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 81-200

PAY GRADE: 46

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