

## BRANCH OPERATIONS SUPERVISOR III

### JOB DESCRIPTION

**Classification Responsibilities:** A Branch Operations Supervisor III performs duties and responsibilities at the Main Library headquarters in downtown Mesa, 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 for a 100,000 square foot building; schedules appointments with vendors for routine maintenance inspections; assists with identifying and determining furniture, fixtures, and equipment that need replacing; procures operational supplies and equipment; recruits, selects, schedules, trains, supervises and evaluates full-time, part-time employees, in the circulation/customer service and shelving divisions; oversees circulation functions at the Main Library Branch, including interlibrary loan and periodicals; oversees preparation weekly service desk schedules ; communicates operational updates to staff at the Main Library branch; deals with patron disputes regarding fines and fees and accounts turned over to collection agencies; monitors cash register and e-commerce use; verifies accuracy of daily receipts, prepares cash deposits; plays a lead role in establishing system-wide processes and procedures for collections and circulation; coordinates periodic review of circulation policies and other operational procedures; serves as point of contact for on-site security personnel and plays a lead role in handling patron behavior issues and enforcing Code of Conduct; represents Customer Service Unit at administrative meetings and serves on committees; provides reports as needed; and coordinates evacuation plans and ensures compliance with workplace safety requirements; provides operational support to the Branch Coordinator III. This class performs related duties as required.

**Distinguishing Features:** This class is distinguished from the Branch Operations Supervisor II classification by the increased responsibilities of supervising the operations of a library system at the Main Library, headquarters for the other branches with a greater number of staff, and lead responsibilities for other Branch Operations Supervisors. This class is supervised by a Branch Coordinator III who reviews work through conferences, meetings, reports, and results achieved. Night and weekend work is required. This class is FLSA exempt-administrative.

Please refer to the link below for the full job description and additional information regarding assignments.

### 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. Serves on citywide teams as a Library representative and as a lead for branch services, initiatives, projects, communicating, monitoring, and advancing these efforts.

**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 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: 48

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