

### **Supervising Library Assistant**

The Supervising Library Assistant's primary responsibilities are to oversee the activities of public service delivery on the main floor of the Downtown Library. This position works collaboratively with the Manager of Public Services for the Downtown Library to successfully attain the library's goals and objectives. Responsible for all activities and functions dealing with the circulation of materials and related services as well as ensuring excellent customer service is consistently delivered.

### **Customer/Public Service**

- Provides direct public service at service points including circulation, renewals, creation and editing of customer accounts, room reservations, museum passes, fine collection, complaint resolution, and problem solving
- Provides technical training and help on computers to customers as needed
- Provides notary public and Hartford Municipal ID application services
- Engages customers with a focus on listening to and supporting their needs, anticipating and delivering high quality services, ensuring their satisfaction and connecting them to the library's collection and services

### **Oversight of Public Service Delivery**

- Manages upkeep of public service points (supplies, calendars, flyers, desk procedures binder, and communication regarding technological needs)
- Addresses and resolves customer questions, complaints, and conflicts
- Explains and enforces library policies, fines, and fees
- Acts as the Manager in Charge on the public service floor
- Works with Public Services Manager to reimagine and adapt service delivery as needed

### **Staff Supervision**

- Helps provide consistent staff oversight in coordination with the Public Services Manager
- Monitors public service floor and maintains high service levels
- Mentors staff to ensure excellent customer service and user experience
- Assists Public Services Manager with employee work schedules and the main floor service delivery
- Assigns tasks to library assistants
- Trains new staff across the system on public service procedures

### **Collection Maintenance & Materials Processing**

- Assists in materials processing and maintenance of the library's collection (shelving, weeding, shifting of materials, updating catalog records)

## QUALIFICATIONS

- Bachelor degree required
- Minimum of two years customer service experience working with diverse customers in a fast-paced environment required
- At least one year of library experience required
- Strong working knowledge of Microsoft Office and Google applications
- Ability to prioritize
- Experience teaching/coaching/instructing

### Preferred Qualifications

- MLIS from an ALA accredited institution- Current MLIS students are encouraged to apply
- Supervisory experience
- Bilingual/ Spanish speaking

Hartford Public Library is an Equal Opportunity Employer.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Supervising Library Assistant** in the subject line of your email.