

Supervising Library Assistant

The Supervising Library Assistant's primary responsibility is to oversee the activities of public service delivery on the main floor of the Downtown Library and/or branch location. They are responsible for all activities and functions dealing with the circulation of materials, computer and technology help, and other related services as well as ensuring excellent customer service is consistently delivered. The Supervising Library Assistant works collaboratively with their department head to successfully attain the library's goals and objectives.

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 collection and library 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 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)
- Provides feedback on the collection to manager and assists with collection development

QUALIFICATIONS

- Bachelor degree required
- Minimum of three years customer service experience working with diverse customers in a fast-paced environment required
- Strong working knowledge of Microsoft Office, Google applications and other current technology applications
- Ability to prioritize
- Experience teaching/coaching/instructing
- Experience providing technical support on computers, tablets, and smart phones

Preferred Qualifications

- At least one year of library experience
- 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 and reference **Supervising Library Assistant** in the subject line of your email.