

## JOSEPHINE COMMUNITY LIBRARY DISTRICT

**POSITION TITLE:** Circulation Coordinator

**SUPERVISOR:** Associate Director

### **SUMMARY OF POSITION**

The Circulation Coordinator supports the circulation desk, check-in and shelving volunteers, and coordinates the day-to-day operations of circulation at the Grants Pass branch. The position is a resource for the Department Heads to ensure that the circulation department runs smoothly. This position helps maintain a team-oriented climate that will attract, keep, inspire, and motivate quality staff and volunteers and secure the trust and confidence of the Board of Directors.

### **ESSENTIAL FUNCTIONS**

#### **Circulation**

- Coordinates the work of the Grants Pass branch check-out, check-in, shelving, holds, and docent volunteers.
- Facilitates volunteer training and procedure development for circulation volunteers, including shelving, check-in, check-out, issuing cards, renewing cards, pulling holds, and running the cash register.
- Collaborates with volunteer coordinator and department heads to promote consistency in circulation services.
- Maintains confidentiality of patron records including applications, patron records within the library database, and any other patron record documents.
- Makes effective independent decisions representing day-to-day circulation issues that do not require team discussion or management input.
- Responds to email requests from patrons regarding their accounts, requirements for renewals or new cards,
- Processes charges for missing parts and damaged items, including charging accounts and maintaining damage shelf.
- Assists associate director and director with processing of annexations, sponsorship forms, and community bulletin board submissions.
- Reconciles cash register.
- Supports janitorial services, including daily troubleshooting and maintenance.

#### **Public service**

- Assists on Grants Pass branch public service desks to fill-in scheduling gaps and ensure consistent patron interaction and excellent customer service.
- Assists associate director with statistical reporting and analysis.
- Adheres to all policies and procedures.
- Assists in developing and updating operational procedures.

### **NON-ESSENTIAL FUNCTIONS**

- Other duties and tasks as required.

### **SCOPE OF AUTHORITY**

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. The incumbent works independently, determining their own practices and procedures, contributing to the development of new concepts and policies. Decisions are made within organizational and governmental guidelines. Errors could result in delay or loss of department services, poor public relations, loss of volunteers, and monetary loss.

### **SUPERVISORY RESPONSIBILITY**

Position oversees volunteers.

### **CONTACTS/COMMUNICATION**

Contacts are generally made with others both within and outside the organization. Communication takes place electronically, via the telephone, and face to face and may be on a one-to-one basis or to groups. Contacts are seldom about confidential or sensitive matters.

### **QUALIFICATIONS**

The ideal candidate for this job is well-organized and works efficiently with minimal supervision and has the ability to work with a variety of personalities. Experience with public libraries is a bonus.

- Skills in learning software: ILS (Polaris preferred), Microsoft Windows, Microsoft Office (Word and Excel), e-mail, Internet essentials, and basic troubleshooting is required.
- Strong written and oral communication skills. Additional compensation for bilingual Spanish-English skills.
- Strong customer service skills.
- Familiarity with integrated library systems (ILS) or other database management software preferred.
- Close attention to detail and high degree of accuracy.
- Must be a team player, willing to respond quickly and flexibly to changing events and work assignments in a dynamic and challenging work environment.
- Ability to work effectively and diplomatically under pressure.

**MINIMUM QUALIFICATIONS: Education, Training, and Experience:** Bachelor's degree in related field with one year of professional experience in customer service using software applications; OR, Associate's degree and two years of professional experience; OR, any combination of education, training, and experience which demonstrates the candidate's ability to perform the duties and responsibilities as described. Experience with technology is a must.

### **PHYSICAL DEMAND**

- Ability to perform physical tasks including frequent standing, bending, stooping and lifting up to 25 lbs.
- Ability to use a computer, including keyboarding.

### **JOB CONDITIONS**

Work takes place in a climate-controlled library generally during daytime hours with some evening and weekend work.

### **FLSA STATUS**

Non-exempt status.

### **BACKGROUND CHECK and DRUG SCREENING:**

Any job offer tendered is contingent upon satisfactory completion of a background check including driving record.