

## FRASER VALLEY REGIONAL LIBRARY

### JOB DESCRIPTION

**JOB TITLE:** Operations Supervisor

**October 22, 2008**

**JOB CLASSIFICATION:** Pay Grade 11

#### **FUNCTION:**

Under the direction of the Library Manager or the Librarian 3 - Community Librarian, the Operations Supervisor is responsible for the effective operation of the circulation services of a library. The work includes supervisory and administrative duties. This position is also responsible for financial reporting, and co-ordinating building and equipment maintenance services.

#### **WORK PERFORMED:**

1. Assists in developing and maintaining all routines necessary to ensure the effective operation of the library consistent with FVRL policy and procedures. Provides advice for improvements to circulation policies and procedures
2. Provides leadership and guidance to circulation services staff through supervision, staff selection, orientation, training, staff development, performance appraisal and staff meetings.
3. Communicates and interprets FVRL policies and procedures to staff and the public. Responds to queries and resolves circulation problems and concerns from staff and public.
4. Provides quality service through leadership, guidance and communication to and with circulation staff to meet community needs. Solicits and conveys information from staff to Library Manager, senior management and other system committees.
5. Performs departmental administrative duties including scheduling, assignment of daily duties, writing reports, and statistical reporting. Authorizes circulation department timesheets. Collects and reviews for accuracy all branch timesheets, resolves problems and forwards to payroll.
6. Performs circulation duties, responds to public and staff queries and resolves problems.
7. Completes a variety of cash reports. Reconciles daily cash and makes bank deposits. Calculates and compiles monthly financial reports. Prepares petty cash requisitions for authorization.
8. Oversees staff and library operations in the absence of the Library Manager, or their designates.

9. Assists in the planning, implementation, measurement and evaluation of circulation services. Participates in committees that recommend policies to Director of Client Services to ensure the efficient, effective and economical delivery of services
10. Performs basic equipment trouble-shooting and maintenance. Contacts internal and external service personnel to arrange for servicing of library equipment and/or facilities. Maintains supplies.
11. Responsible for implementation process of technology upgrades.
12. Assists with collection maintenance.
13. Arranges booking of meeting rooms and schedules displays.
14. Makes recommendations to the Library Manager for capital budget items.
15. Performs other related duties as assigned.

**RELATIONSHIPS:**

- |    |                  |   |   |
|----|------------------|---|---|
| 1. | Supervisor       | Direct:   | Library Manager<br>Librarian 3 - Community Librarian  |
|    |                  | Advisory:   | Director of Client Services<br>Librarian 2<br>Librarian 2 – Adult Services<br>Librarian 2 – Children’s Services               |
| 2. | Staff Supervised | Direct:   | Assistant Operations Supervisor<br>Circulation Assistant<br>Page  |
|    |                  | Advisory:   | Librarian 1 – Information Services<br>Librarian 1 – Multilingual Services<br>Library Technician<br>Library Services Assistant |
| 3. | Other            | Frequent contact with the public, other system personnel, and community agencies. |   |

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Demonstrated ability to effectively administer day-to-day operations including workflow management, development of procedures and supervision of staff.
2. Ability to develop and maintain effective working relationships with library staff, the public, community/municipal agencies, and external service providers.
3. Demonstrated ability to prepare and maintain reports, correspondence, statistics, procedure manuals and records.

4. Demonstrated knowledge of library automated systems and proficiency in the use of technology.
5. Strong interpersonal, oral and written communication skills.
6. Physical ability to perform the duties of the position.
7. Accurate keyboarding skills at 30 wpm.

**EDUCATIONAL REQUIREMENTS, TRAINING AND EXPERIENCE:**

1. Library Technician's diploma.
2. Justice Institute of BC – Foundations of Effective Management Certificate supervisory program (14 credit days), or equivalency.
3. Combination of two years work and on the job experience.
4. Criminal records check required.