

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Page Supervisor**

Dept: **Bellevue Regional**

Job Code Number: **10435**

Reports to: **Assistant Managing Librarian**

Grade Number: **13, Represented**

Effective Date: **July 2001**

FLSA Status: **Exempt**

General Position Summary:

Stands alone as a position in KCLS because of the size of the facility, the size of the page staff and the size of the collections at Bellevue Regional Library.

Oversees and supervises library pages including hiring, training, determining work assignments and schedules, performance evaluation and corrective action. Position is also responsible for training volunteers and working at the information desk.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Provide overall supervision to page staff and volunteers.
2. Provide new hire and on-going training to all pages and volunteers and ensure that all library policies and procedures are followed.
3. Schedule page staff and volunteers based on anticipated workload and ensure that adequate staffing levels are maintained to meet the library's needs.
4. Provide customer service support and assistance at the information desk.
5. Recruit, interview and hire new pages as needed. Ensure that all necessary paperwork for new hires is completed in an accurate and timely manner.
6. Coordinate daily workflow with circulation and librarians and assign work to pages and volunteers to ensure that library demands are met.
7. Prepare timesheets and adjust pay forecasts as needed based on actual hours worked.
8. Plan and conduct page staff meetings as needed.

Secondary Duties:

1. Perform other related duties as required or assigned.

Communication:

The position has continuous contacts with the library staff and volunteers, and some contact with library patrons. Contacts regularly contain confidential or sensitive information necessitating the need for discretion.

Initiative:

The position is responsible for developing policies and procedures for the paging function. The position is responsible for solving problems that affect the entire facility and is sometimes required to design new programs, services and concepts that enhance the goals and objectives of the department and the customers it serves. The position involves a high degree of complexity considering the workload, variety of demands placed on it, the nature of problems encountered and the need to interact with a variety of personalities. The position normally encounters recurring work situations with occasional variations from the norm and operates with a moderate degree of supervision. Decisions are typically made within specific organizational policy constraints and guidelines

Accountability:

The position encounters frequent interruptions requiring maximum flexibility. The position must consider own work as well as that of others and forecast department needs for the near future. Decisions typically affect the department and may occasionally affect other work units. A supervisor regularly checks the work.

Leadership:

The position is responsible for mentoring as a manager and is responsible for role modeling and promoting KCLS values within the department. Position also serves as a representative of the organization to the public.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- The position requires a high school education or equivalent and some training in basic supervision. Some college level education is preferred.
- The position requires a minimum of two years of library and/or supervisory experience.

Necessary Knowledge, Ability and Skills:

- Working knowledge of human resources and employment law.
- Working knowledge of overall library functions.
- Considerable knowledge of library page functions and procedures.
- Working knowledge of principles of supervision and management.
- Considerable knowledge of English.

Ability to:

- Effectively teach and train others.
- To assess workflow and assign work as needed.
- Use diplomacy and tact to establish and maintain relationships with internal customers, subordinates and patrons.

- Develop and maintain positive relationships with library staff and patrons.
- To listen to, coach and counsel staff.
- Read, speak, write and understand the English language.
- Ability to communicate effectively both verbally and in writing.

Skill in:

- Conducting interviews and selecting individuals for hire.
- Using appropriate computer software and hardware.
- Speaking and understanding English.
- Establishing and maintaining good customer relations.
- Providing positive leadership to subordinate staff.
- Developing and training staff members.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

The position requires constant talking, listening and seeing. The position involves frequent walking, climbing, reaching, and handling. The position is regularly required to push and pull up to 150 pounds and lift and carry up to 50 pounds.

WORK ENVIRONMENT

Work is performed in a library environment. Work involves extensive close work and work on a PC monitor. Heavy workload, constant turnover and changing staffing schedules must be dealt with on a regular basis. There may be some exposure to angry or hostile individuals.

Advancement Possibilities:

Librarian Series depending on education and training

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
HR Manager