

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Page/Technician Supervisor**

Dept.: **Cataloging and Processing**

Job Code Number: **10384**

Reports to: **Manager - Cataloging & Processing** Grade Number: **12**

Effective Date: **April 2004**

FLSA Status: **Exempt**

General Position Summary

Oversees and supervises library pages and technicians assigned to department including hiring, training, determining work assignments and schedules, performance evaluation and corrective action. Position is responsible for department payroll accuracy, vacation and absence forms and resolving schedule conflicts.

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 and technician staff; including periodic weekend and evening oversight.
2. Provide new hire and on-going training to all pages and technicians and ensure that all policies and procedures are followed. Develop and maintain procedural documentation.
3. Schedule page and technician staff based on anticipated workload and on maintaining adequate staffing levels to meet the system's needs.
4. Recruit, interview and hire new pages and technicians as needed. Ensure that all necessary paperwork for new hires is completed in an accurate and timely manner.
5. Coordinate daily workflow with manager and assign work to pages and technicians to ensure that system demands are met.
6. Prepare timesheets and adjust pay forecasts as needed based on actual hours worked.
7. Plan and conduct page and technician staff meetings as needed.
8. Responsible for supplies inventory and control.

Secondary Duties:

1. Perform other related duties as required or assigned.

Communication:

The contacts made are with those outside and inside own work group and include some sensitive or confidential information necessitating the need for discretion. Position must be able to communicate with large number of staff and coordinate complex scheduling.

Initiative:

Decisions affect immediate work unit and there is little or no responsibility for artistic creativity or development of new customer programs. The position develops practices and procedures for areas of responsibility. The position is responsible for solving problems that impact own workflow and process and for working with others to solve problems that may affect others within the department. 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 supervisor and is responsible for role modeling and promoting KCLS values within the department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position are through a high school education or equivalent with supervisory training and two years of materials handling related experience or any equivalent combination of education and experience that provides the necessary qualifications to successfully perform the essential functions of the position.

Necessary Knowledge, Ability and Skills:

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

Ability to:

- Effectively teach and train others.
- Assess workflow and assign work as needed.

- Use diplomacy and tact to establish and maintain relationships with internal customers, subordinates, peers and superiors.
- Develop and maintain positive relationships with library staff.
- Listen to, coach, counsel and discipline staff.
- Read, speak, write and understand the English language.
- 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

May require a valid Washington driver's license and/or forklift certification.

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 support service and shipping environment. Work typically involves extensive close work (eyestrain), PC monitoring, and may require constant or frequent sitting, standing or heavy lifting. 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. Weekend and evening work may be scheduled on a rotational basis.

CAREER PATH:

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: _____

Director of HR

Final: 12/31/01

Revised: 4/06/04