

Job Description

POSITION: Reference Supervisor

LOCATION: Mishawaka Library (location subject to change)

FLSA STATUS: Exempt

CERTIFICATION: Indiana LC 3 (Professional Assistant)

HOURS OF WORK: Full Time/40 hours per week with at least one evening per week and weekend rotation (hours subject to change)

WAGE: \$22.00 per hour, minimum starting pay based upon supervisory experience

BENEFITS: As specified in the latest edition of the staff handbook or as amended by the Board of Trustees.

DIRECT SUPERVISOR: Adult Services Coordinator

SUMMARY:

The Reference Supervisor is responsible for the management, scheduling and operation of the Reference and Computer Lab desks at Mishawaka.

QUALIFICATIONS AND WORK SKILLS:

Required

1. An MLS degree from an ALA-accredited library school
2. At least two years of library supervisory experience
3. Ability to work well with patrons and staff
4. Excellent oral and written communication skills
5. Ability to instruct patrons and staff in technology and materials
6. Strong commitment to excellent customer service
7. Proficient in the use of computers and library technology; ability to learn new technology quickly

RESPONSIBILITIES AND DUTIES:

Essential job duties:

1. Oversee Reference Services and Computer Lab Services at Mishawaka
2. Supervise, train and evaluate staff
3. Schedule service desk coverage
4. Assign/participate in reader-advisory tasks, Adult Summer Reading and other Reference activities

5. Assign/participate in account-related correspondence, meeting room bookings, technology one-on-one appointments, and other Reference and Computer Lab tasks
6. Participate in professional development activities
7. Participate in system-wide staff trainings
8. Perform other duties as assigned

PHYSICAL REQUIREMENTS:

1. Ability to pull a loaded book cart
2. Ability to lift and carry 30 pounds
3. Ability to frequently stand, bend or stoop to shelve books
4. Ability, stamina, and balance to perform basic movements frequently (such as squatting, bending and stooping, marching, turning in circles, and lifting arms overhead)
5. Ability to sit while keyboarding or typing

June 2019