

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Supervising Public Service Assistant**
Dept: **Public Services**
Reports to: **Library Regional Manager**
Effective Date: **Revised January 2021**

Job Code Number: **20945**
Grade Number: **18, Represented**
FLSA Status: **Exempt**

General Position Summary:

Provides supervision to Public Services Assistant (PSA) staff to ensure effective and efficient daily delivery of library and informational services. Coordinates with Operations Supervisor, Operations Managers, Supervising Librarian and librarians to ensure effective and efficient daily library operations and information service provision. Supervises, mentors and supports PSA staff across the region to provide appropriate informational and readers' advisory services to the public.

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. Hires, trains, mentors, evaluates, coaches and disciplines PSA staff across the region.
2. Works with librarians to support information service provision by PSA. Communicates and coordinates PSA activities across region with Operations Supervisor, Operations Managers, Supervising Librarian and Information and Librarian Services Manager. Ensures that the PSA staff consistently apply policies and procedures.
3. Manages and approves payroll time entries and leave requests. Coordinates leave requests and daily schedule on an ongoing basis.
4. Promotes, educates and supports Intellectual Freedom principles with staff and patrons. Resolves related concerns or redirects to appropriate source.
5. Troubleshoots and performs both routine and specialized maintenance on computers, including installations and upgrades.
6. Provides support, training, and mentoring for staff in areas of expertise.
7. Performs work of direct reports, as needed.

Secondary Duties:

1. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that Rules of Conduct are followed or redirects to appropriate source.
2. Teach classes for the public as assigned.
3. Participates in activities such as staff meetings, committee work and training.
4. Performs other related duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Coaching and Counseling

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Managerial Courage

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Decision Quality

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

Building Effective Teams

Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

Accountability

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

DESIRED MINIMUM QUALIFICATIONS**Education/Experience:**

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited four-year college, plus two years of job-related experience and training.
- Three years' experience in a library system that includes customer service, decision making, and on-the-job training in computer software installation and maintenance may substitute for up to two years of the required education.
- Supervisory experience or training preferred.
- Or, other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

SPECIAL REQUIREMENTS

Valid Washington State Driver's License

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to frequently. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms and up to occasionally will bend. The employee will frequently lift/carry less than 10 pounds and seldom lift to 20 pounds up to maximum 35 pounds and seldom push/pull carts using light force.

WORK ENVIRONMENT

Job is performed in a library with some hectic or demanding situations. It includes work at a PC monitor. Extended periods of standing are required in some instances. Job involves working a varied schedule including evenings and weekends that may change periodically. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required.

Advancement Possibilities:

Operations Manager

Other supervisory or managerial positions, depending on education, training and experience.

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