

Why work at the Maricopa County Library District (MCLD)? We are a vibrant community of 18 unique libraries throughout Maricopa County, from the White Tank Mountains to Queen Creek; from Fountain Hills to Gila Bend. Our goal is to inspire curiosity, to encourage the discovery and exploration of new worlds, and to help all Maricopa County residents re-engage with their community. Founded as a district in 1986, and with an annual budget of \$28 million, MCLD provides a vast collection of physical and digital materials to nearly 3 million visitors each year. We also offer thousands of free events for all ages, run an annual summer reading program for more than 80,000 adults and children, and offer a wide variety of learning and research opportunities online. If you're looking for an opportunity to join a dedicated team of information professionals, please apply today!

**Position Overview:**

The Adult Services Supervisor coordinates library services and supervises staff in the adult services section of a branch.

This position is available at the Northwest Regional Library located at 16089 N Bullard Avenue, Surprise, AZ 85374.

**Position Qualifications:**

Minimum education and/or experience: Master's Degree in Library Science and one-year of professional library experience required. Prior library experience must have included adult services programming.

**Knowledge, skills, and abilities:**

**Knowledge of:**

- The principles and practices of supervision in addition to leadership styles and skills.
- Budget development and administration.
- The processes for providing excellent customer service including customer needs assessment, meeting quality standards for service and evaluation of customer satisfaction.
- The principles and practices of professional library work; broad knowledge of library materials, products and current technologies.
- Governmental rules and regulations.
- The use and navigation of programs within the Microsoft Office suite (Word, Excel, Outlook).

**Skill in:**

- Areas of emotional intelligence including positive attitude, good judgment, and a commitment to teamwork and public service.
- Effective oral and written communication.
- Good professional judgment.
- Planning and presenting library programming to diverse audiences.

**Ability to:**

- Define problems, collect data, establish facts and draw conclusions.
- Perform a broad range of supervisory responsibilities over others.
- Interpret community interests and needs.
- Implement and monitor effectiveness of operational policies and procedures and recommend improvements.

- Communicate and work effectively and tactfully with colleagues, employees and the public.
- Work in a team environment.
- Display initiative, flexibility and receptiveness to ideas, changes and responsibilities.
- Interpret community interests and needs and develop appropriate policies and procedures for effective operations.
- Offer a variety of programming topics to children, teen, family and/or adult audiences.

**Preferred education and/or experience:**

Supervisory or lead experience as well as public library experience.

**Working Conditions:**

This position works in a library environment. Scheduling is varied, continually dependent on Library needs, and often requires evening and weekend availability. Will be assigned to work at least one evening shift per week in addition to weekends (shift and frequency varies) in order to provide coverage for operations. Requires travel to and from job related locations during the course of a scheduled workday, subject to County policies regarding use of County vehicles and/or private vehicles used on County business.

The physical environment requires the following: Lifting bins, pushing carts, stooping (to shelve), kneeling (to shelve), walking to assist customers with finding materials, walking to and from staff area to public area, lifting cash drawers from the safe, moving craft and program supplies from various storage areas to site of program in the library and off-site. Work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Ability to lift 15 pounds from floor to waist, 10 pounds waist to shoulder, 5 pounds shoulder to overhead, carry 10 pounds 50 feet, and push/pull 50 pounds a distance of 100 feet. Must be able to manage deadlines, high work volumes, multiple and complicated tasks, unscheduled tasks, team-oriented activities, prompt decision-making and interaction with government officials and the public.

**Essential Job Tasks:**

- Manages the overall operation of Adult Services area including budgeting, identifying goals and objectives and revising policies and procedures
- Identifies needs and provides recommendations for improving the service area (use of space, equipment, staffing, etc.)
- Oversees maintenance, safety and security of the service area
- Schedules the staff at the public service desk
- Compiles and reports statistics, as required
- Acts as liaison to outside organizations
- Interviews, trains, supervises, and evaluates Service area staff and volunteers
- Assigns/delegates work, develops performance plans, monitors performance, coaches/counsels, and evaluates staff
- Conducts service area staff meetings
- Provides reference and reader's advisory services
- Responds to customer concerns
- Plans and conducts adult services programs
- Coordinates the annual Summer Reading Program at branch
- Travels to provide coverage at other branches in region, conducts programs/outreach, and attends meetings or training when required