



**Town of Los Gatos**  
**Library Customer Service Supervisor**  
\$26.43 to \$34.31/hour  
(\$54,974- \$71,364 annually) DOQ



The Town of Los Gatos is pleased to announce an exciting opportunity available for a Customer Service Supervisor in our new Library. The Town's Library is an amazing 30,000 square foot, two-story LEED Gold facility that houses a children's area, teen room, history room, periodical room with fireplace and contemporary art.

The Library Customer Service Supervisor will join a team which prides itself on providing welcoming and efficient service to all library users. With the assistance of industry experts, the Library staff recently identified Customer Service Values. The Library Customer Service Supervisor will be integral in ensuring that these values are met on a consistent basis.

The Library Customer Service Supervisor will manage the workflow of the checkout, materials return, and shelving processes. This position will directly supervise support staff including: assigning and prioritizing work; training, counseling, goal setting, and coaching; conducting performance evaluations; and providing effective recommendations on personnel actions. Additionally, this position will be responsible for direct customer service, collections, handling patron complaints regarding Library circulation policies, fines and fees, and patron registration.

The ideal candidate will have circulation systems & financial administration experience, a strong customer service mind-set, along with the ability to supervise and train Library staff. In addition, the successful candidate will be knowledgeable about current trends in public libraries and library-related technology.

Key strengths include: Library operations, strong customer service and communication skills; change management, problem solver, solid supervision and leadership, and conflict resolution.

Qualifications: Equivalent to an Associate of Arts Degree in Library Technology or closely related field, three years of increasingly responsible public library experience, or any combination of experience and training that would likely provide the required knowledge, skills and abilities. At least two years should include progressive supervisory experience and progressive experience working with an automated circulation system.

Special Requirements: Willingness and ability to work rotating and irregular shifts, including nights and weekends.

Work Conditions: Work in a library environment directly with the public; sustained posture in a standing, walking, or seated position for prolonged periods of time; perform lifting, crouching and pushing; some positions may include prolonged usage of computer equipment.

Apply Now: Submit your employment application, answer all supplemental questions and provide five work-related references (will not be contacted until mutual interest is established) on-line.

<http://agency.governmentjobs.com/losgatos/default.cfm>