

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employee's knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and job assignments. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title: Circulation Services Supervisor
Department: Library
Reports to: Head Librarian

Job Code: xxxxx-xxx

Pay Grade: 24

FLSA Status: ☐ Non-Exempt ☒ Exempt

Department Overview: A department of Flathead County, Flathead County Library System is a Library Board-governed County Library system with locations in Kalispell, Columbia Falls, and Bigfork. Flathead County Libraries provide educational and recreational materials, programs and resources to promote literacy, inspire lifelong learning, and enrich the community.

Job Summary: Under the general direction of the Head Librarian, the Circulation Supervisor oversees the daily operations of the circulation department and supervises front-line circulation staff. This position ensures efficient circulation services, accurate handling of library materials and patron accounts, and consistent application of library policies. The Circulation Supervisor plays a key leadership role in delivering high-quality customer service and maintaining a welcoming environment for library patrons.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Supervises, schedules, trains, and mentors circulation department staff.
- Ensures adequate staffing coverage at service desks.
- Oversees all circulation functions, including check-in/check-out, holds, renewals, fines/fees (if applicable), and patron account maintenance.
- Serves as lead staff member for resolving complex patron concerns, policy questions, and circulation disputes.
- Ensures consistent and equitable enforcement of library policies and library code of conduct.
- Maintains accurate circulation statistics and prepares regular reports on circulation activity and library use.
- Assists with opening and closing procedures, cash handling, and security protocols as assigned.
- Trains staff on circulation procedures, customer service standards, and use of the integrated library system. (ILS)

- Collaborates with other departments and branches to ensure smooth workflows and positive patron experience.
- Participates in staff meetings, committees and system-wide initiatives as assigned.
- As a member of the Library Leadership Team, participates in long-range planning and policy development.

Non-Essential Functions:

- Attends workshops, seminars, and educational opportunities to keep updated on changes in assigned areas of the library and department responsibilities.
- Performs other duties as assigned that may be relevant to the job upon request of the Head Librarian or Library Director.

Physical Demands and Working Conditions:

The work requires physical exertion such as bending, walking, and lifting boxes up to 40 lbs. The employee may be required to provide outreach in a variety of settings, which may require climbing of stairs and driving a motor vehicle for transportation. Evening and weekend shifts are required.

Supervision Exercised:

This position supervises assigned staff.

Knowledge, Skills, and Abilities:

Knowledge of:

- Standard library theories, principles, methods, and objectives of a public library system.
- Library functions, policies, and procedures of a county library system.
- Principles of supervision, training, and evaluations of employees.
- Pertinent federal, state, and local laws, codes and regulations.

Skill in:

- Customer Service and conflict resolution.
- Staff supervision, scheduling and workflow coordination.
- Data collection, basic reporting and recordkeeping.
- Presenting information to and responding to questions from groups of managers, patrons, vendors, colleagues, and the general public as directed.
- Working both collaboratively and independently.
- Effective verbal and written communication.
- Interpersonal relationships

Ability to:

- Establish and maintain effective working relationships with subordinates, other managers, Library Director, Library Board, patrons and the community.
- Exercise sound judgment and apply policies consistently.
- De-escalate difficult situations and respond calmly under pressure.
- Organize tasks, prioritize duties, and adapt to changing service needs.
- Communicate effectively, patiently, and courteously with employees, patrons and other community members.
- Learn and abide by Flathead County policies and procedures.

- Work a varied schedule that may include nights and weekends.

Education and Experience:

Requires a bachelor's degree and one year's experience in a library or other customer service setting with considerable public contact, or any combination of education, experience and training that indicates possession of the knowledge, skills and abilities listed above.

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