

Patron Services Supervisor

Salary \$23.00 - \$25.00 Hourly

Location Morris Area Public Library

604 Liberty St - Morris IL 60450

815-942-6880

Job Type: Full-time (35-37.5 hours a week including days, evenings and weekends)

Closing: When filled

SUMMARY:

If you're passionate about customer service, skilled in communication, and ready to empower others to succeed, we'd love to meet you! Join us in creating a welcoming, well-run library that serves our community with pride. We're looking for a supportive and motivated leader to join our team and help shape the future of library service in Morris, Illinois.

We're currently hiring a full-time **Patron Services Supervisor** who will lead by example, foster a positive team environment, and ensure smooth daily operations at our service desks. In this role, you'll supervise front-line staff, manage schedules, support staff training and development, and collaborate with other departments to provide an outstanding experience for all who visit the library.

PERKS:

- IMRF membership
- Medical and Dental insurance
- Paid Time Off
- Paid Sick Time
- Continuing education opportunities
- Paid holidays throughout the year

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following list is not all-inclusive; other duties may be assigned as needed.

Customer Service & Public Service Duties

- Regularly works the Patron Services Desk and fulfills all responsibilities of a Patron Services Associate
- Models outstanding customer service to patrons, ensuring their needs are met with professionalism and care
- Resolves complex patron inquiries, complaints, or disputes

Staff Supervision & Training

- Crucial in the hiring, onboarding, training, and mentoring Patron Services staff
- Supervises day-to-day activities of assigned staff, ensuring adherence to library policies and service standards
- Provides ongoing support, coaching, and clear communication to staff
- Conducts employee evaluations and, when necessary, participates in disciplinary actions
- Manages patron services staff scheduling and ensures adequate coverage for public service points

Communication & Administrative Duties

- Maintains open and effective communication with team members across all departments
- Works closely with Director and Department heads to foster strong and successful teamwork
- Actively contributes ideas and solutions to improve services and operations
- Distributes and communicates relevant information and updates to staff
- Assists with staff meetings, reports, special projects, and other assigned duties

Professional Development

- Attends professional development workshops, conferences, and continuing education opportunities as assigned
- Stays informed about best practices in customer service, library trends, and staff supervision

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and/or abilities required

Education and Experience

- Bachelor's degree or two years library experience
- Minimum of four years in a supervisory role
- Must pass pre-employment testing

Customer Service & Public Engagement

- Strong understanding of customer service principles and a passion for serving the public
- Enthusiastic about promoting reading, learning, and community engagement

Leadership & Supervision

- Ability to exercise initiative, manage time effectively, and maintain strong attention to detail
- Demonstrated leadership and mentoring skills
- Familiarity with Human Resources principles and supervisory best practices
- Strong communication skills with the ability to convey expectations and instructions clearly and constructively

Technical & Administrative Skills

- Computer proficiency, including experience with Google Workspace (Docs, Sheets, Gmail, Calendar, etc.)
- Comfortable using and teaching basic technology (computers, copiers, printers, scanners, etc)

Work Environment Requirements

- Willingness and ability to sit and work at a computer for extended periods
- Capable of performing light to moderate lifting (up to 50 lbs) as needed for library operations

Please email resume and cover letter to rmai@morrislibrary.com.