



## FORSYTH COUNTY PUBLIC LIBRARY NOTICE OF JOB OPENING

### Information Services Supervisor

**Current opening is at the Hampton Park Library, but may be assigned to any branch.**

***Do you love the library? Pride yourself on excellent customer service?  
Explore this exciting opportunity!***

#### **JOB OVERVIEW:**

Oversees branch-level services to adults, to include providing readers' advisory and information services to patrons, maintaining the adult areas of the branch, maintaining and marketing the adult collections, and planning and presenting programs to adults. The position provides direct customer service to library patrons of all ages, conducts community outreach, supervises Information staff, provides circulation services to patrons, and provides building supervision.

**SALARY:** \$48,734 annually.

**GREAT BENEFITS!**

- Annual Leave (16 days), Sick Leave (13 Days), Holidays (11 days). Teacher's Retirement System of GA.
- Free: Life (2x pay), Short-term Disability, and Long-term Disability insurances.
- Optional benefits include: Health, Dental, Vision, additional Life, Critical Illness, Legal, Flex Spending Accts.

**SCHEDULE:** Full-time, exempt status. Schedule includes weekdays, evenings, & weekends (typically 1-2 evenings per week & rotating Saturday & Sundays). The work schedule varies from week to week. **Flexibility required.**

#### **JOB RESPONSIBILITIES:**

- **Oversees branch-level services to adults.** Provides readers' advisory and information services to walk-in, telephone, and web-based patrons of all ages, with emphasis on adults. Maintains the adult areas of the library. Maintains and markets the adult collections. Oversees adult programming and outreach at the branch level.
- **Supervises Information Specialists and assumes building supervision responsibilities.** Trains, schedules, assigns work, coaches, mentors, and evaluates performance of Information Specialist staff. Ensures Information staff proficiency in using technology needed to provide excellent customer service to patrons. Develops schedules and assigns staff to cover all library services. Serves as Building Supervisor.
- **Provides direct customer service to library patrons of all ages.** Models behaviors appropriate for front-line customer service positions. Demonstrates a positive, professional, courteous manner with library patrons. Greets patrons with a smile; acknowledges patrons waiting for service. Circulates and ensures patrons' needs are being met.

#### **REQUIREMENTS:**

- Education: ALA Master's degree of Library Science (MLS). State of Georgia Certificate of Librarianship.
- Experience: Two (2) years of professional experience in a public library. **Preferred:** One (1) year of supervisory experience, preferably to include supervising a branch Information Department in a technologically progressive public library.
- Knowledge: Broad base of knowledge in a variety of topics and interests. Knowledge of classic and popular authors for all ages.
- Computer: Windows, Microsoft Office, email, Internet, databases, & various electronic and print resources. Experience in searching online information resources. Use of eReaders, tablets, and other electronic devices.
- Strong Skills: Customer service. Verbal, written, and interpersonal communications. Public speaking. Program presentation.
- **Preferred:** Bilingual (English/Spanish, English/Hindi/Tamil/Telugu) skills helpful.
- Will consider other combinations of education & experience that provide the required knowledge & skills.

**TO APPLY:** Submit **Cover Letter, Resume & FCPL Application** (available at [www.forsythpl.jobs](http://www.forsythpl.jobs) or library information desk) to: Human Resources—Posting #E-1715, Forsyth County Public Library, 585 Dahlonega Street, Cumming, GA 30040.  
**Deadline: December 20, 2017.** Questions: [FCPLjobs@forsythpl.org](mailto:FCPLjobs@forsythpl.org) or call 678-513-9372.

*Requires prolonged periods of standing and sitting, frequent but intermittent periods of stooping, bending, walking, moving throughout the library, and pushing fully-loaded book carts and bins. Requires a high degree of manual dexterity and repetitive hand movement, frequent lifting of light objects (e.g., individual books, reams of paper), occasional lifting of heavy items (tubs or boxes of library materials), and occasional use of pushing and pulling motions to move chairs, tables, or meeting room wall partitions. Must be able to independently lift or move a tub/container of library materials (which may weigh up to 40 pounds). Requires the ability to communicate verbally under pressure and to project vocally to a group.*

**All offers of employment are contingent upon successfully passing the appropriate background checks & drug screening.**

*FCPL is an Equal Opportunity Employer and does not discriminate on the basis of race; color; religion; sex; national origin; age; disability; genetic information; uniformed service status; pregnancy, childbirth or related medical conditions; or any other legally protected category.*