

CUSTOMER EXPERIENCE MANAGER

Department: **Public Services**
Updated: **November 2022**

Class Code: **867**
FLSA Status: **Exempt**

GENERAL PURPOSE: Under limited supervision, plans, coordinates, and manages the daily operations of the library branch; responds to public; oversees the maintenance of branch facilities, equipment, and collection materials; and supervises assigned personnel.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Responsible for the planning, coordination, and management of the daily operations of the library branch including customer service, community outreach, facility maintenance, safety and security, and staff supervision.
- Responsible for continuous evaluation and improvement to services in pursuit of library mission and goals.
- Provides leadership to create and maintain positive customer experience.
- Responsible to ensure that customer complaints are addressed and issues are resolved at the lowest level possible. Will address complaints and issues if not resolved at a lower level.
- Solicits, responds to, and utilizes staff feedback.
- Creates and promotes a team environment for Library staff members.
- Works in close collaboration with other leadership team members.
- Performs data analysis and actively incorporates results into operational decisions.
- Acts as liaison for branch-related partnerships or other targeted community groups
- Responsible for making final determination on hiring decisions and coordinates process with the Human Resources department.
- Responsible to ensure that staff are adequately supervised, trained, and evaluated including making promotional or disciplinary decisions in coordination with Human Resources.
- Responsible to ensure that staff compliance with departmental policies, procedures, and standards of service is effectively monitored and maintained
- Responsible to ensure that the proper upkeep and maintenance of library facilities, equipment, technology and/or grounds is monitored and that maintenance requests are appropriately prepared and submitted.
- Responsible to monitor usage and ordering of supplies for department/branch and to remain within budget guidelines for these items.
- Responsible to ensure that staff coverage levels are monitored and appropriately maintained.
- Responds to public inquiries regarding branch operations, programs, and services;
- Actively participates in SPL culture/community.
- Addresses issues with a spirit of innovation and collaboration.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

Four years library experience providing direct services to the public; supervisory experience within a customer service environment; OR an equivalent combination of education and experience.

Preferred Knowledge of:

- Library circulation principles, processes, and policies.
- Operations and services relative to public library branch operations.
- Customer service standards
- Computer systems and software.

Preferred Skills:

- Managing and coordinating branch operations.
- Administering policies and procedures.
- Supervising, leading, and delegating tasks and authority.
- Interpreting policies and resolving customer issues/complaints.
- Establishing and maintaining effective working relationships w/staff and customers.
- Customer service skills.

Physical Demands / Work Environment:

- Work is performed in a public library environment and is subject to sitting, standing, walking, bending, reaching, climbing step stools/ladders, and lifting of objects up to 40 pounds.
- Must be able to push/pull fully loaded book carts and lift/carry library materials and equipment.