

JOB POSTING

CLINTON-MACOMB PUBLIC LIBRARY

FULL-TIME CUSTOMER CARE MANAGER

Position: Customer CARE Manager, 37.5 hours a week, including some evenings and weekends

This person is responsible for the delivery of high-quality customer service at all CARE service points and overseeing the timely, efficient and accurate handling of library materials and accounts. This person will be based at the North Branch, but expected to work at all three library locations and occasionally out in the community. This person will report to the Head of Customer Care.

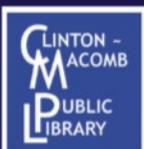
Salary: \$40,947 per year (\$53,726 current maximum based on a 12-step scale)

Benefits: Medical, dental, vision, short-term disability, long-term disability, and life insurance; sick leave, 3 weeks' vacation, standard holidays; 401A pension after one year.

Optional: 457B retirement plan and flexible spending account.

Primary Job Duties:

- Supervises assigned departmental staff (hiring, quality control of customer service, scheduling, time card approval, performance reviews, workplace safety, and emergency preparedness) at one or more locations
- Models best practices in delivering outstanding external and internal customer service
- Makes effective decisions spending an appropriate amount of time relative to the magnitude of the problem; sufficiently involves, listens to and informs others affected by the decision; actively considers equity, diversity and inclusion; takes ownership of mistakes and shares credit for successes;
- Empowers departmental staff to deal with customer concerns and problems patiently and effectively
- Resolves library account issues in excess of \$100
- Ensures that returns, hold requests, interlibrary loans and unclaimed items are processed in a timely, accurate and efficient manner.
- Prepares monetary deposits in accordance with the financial procedures
- Coordinates with other managers all MeLCat activity including reports, processing of payments and troubleshooting
- Oversees the services of a collection service agency to recover items
- Assists with developing and implementing consistent, efficient and fair districtwide customer service procedures
- Operates and troubleshoots automated materials handling systems
- Serves as the staff member in charge in absence of the Head of Customer CARE
- Assists with departmental meetings
- Actively listens to and proactively responds to staff suggestions and concerns
- Ensures staff members are being sufficiently trained by customer concierges according to training checklists



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- Fairly assigns job duties in line with job descriptions for departmental staff and is capable of performing all duties required of those positions
- Prepares for emergencies and helps maintain a safe work environment
- Performs other duties as required

Required Qualifications:

- High school diploma or equivalent; college preferred
- Experience with library automation systems, Polaris preferred
- Desire to meet and serve the public
- Ability to use Microsoft Office suite
- Able to adapt to changing procedures and situations
- Able to understand and carry out oral and written instructions
- Able to work independently and assume responsibility
- Able to operate library equipment as assigned
- Previous library experience and familiarity with computers desired
- Good typing skills
- Good organizational skills
- Knowledge of English language, spelling and arithmetic

Mental Requirements:

- Is accurate
- Able to maintain confidentiality of library records and managerial matters
- Is flexible, works under short time constraints, and meets deadlines
- Able to interact and work effectively with customers, supervisors, staff, and volunteers
- Able to interpret, explain and follow policies and guidelines

Physical Requirements:

- Seeing; keyboarding; using the telephone; lifting or carrying objects weighing up to 50 pounds; pushing or pulling carts weighing up to 300 pounds; walking; bending; stooping; crouching; reaching; picking up litter; spreading ice melt
- Standing or sitting for periods of time
- Writing or typing to complete work forms

Process: Deadline for applications: August 28, 2022
 Interviews anticipated: August 30-September 1, 2022
 Decision anticipated by: September 2, 2022
 Target starting date: September 19, 2022

Apply to: Katie LeBlanc, Head of Customer CARE

Clinton-Macomb Public Library
 40900 Romeo Plank Road
 Clinton Township, MI 48038

kleblanc@cimpl.org



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Items to submit (in a single PDF file with an email subject line of "Customer Care application"):

- Cover letter
- Resume
- If not a current employee, a CMPL Employment Application (available: <https://cmpl.org/employment/>)
- Answer to the following question:
 1. Describe how you would handle the following situation (making any assumption you wish about the library's policies): A customer comes in with about \$50 in overdue fees and says they can't afford to pay them. All items have been returned and there is no other history on their account.

The above is intended to describe the major responsibilities and requirements for this position. It is not to be construed as an exhaustive statement of all duties, responsibilities or requirements. This is an at-will position.

The Clinton-Macomb Public Library is an equal opportunity employer. All decisions affecting employment shall be made without regard to an individual's race, color, religion, marital status, familial status, family responsibilities, veteran status, age, sex, sexual orientation, gender identity, height, weight, national origin, disability or other classification protected under federal, state or local law.



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