SUPERVISOR-LIBRARY
- (T211581)

Description
The University of Alabama at Birmingham (UAB) seeks a Supervisor-Library to manage workflow and to provide overall management of assigned area of library service. To assist in the development and communication of library policies and procedures. To resolve general library issues and problems related to assigned area.

Key Responsibilities:
1. Desk Operations Management: Supervise the day-to-day operations of the library front desk and public spaces of the library. Coordinate desk staff schedules, ensuring adequate coverage during library hours. Oversee the circulation of library materials, including check-outs, returns, course reserves and renewals. Maintain accurate records of library transactions and resolve any related issues. Manage patron accounts and resolve issues related to them as necessary.
2. Staff Supervision and Training: Recruit, train, and supervise library associates and student workers. Provide ongoing training and support to User Access staff, including customer service best practices and library policies. Conduct performance evaluations and recommend staff development opportunities.
3. Customer Service: Provide exemplary customer service to library patrons, addressing inquiries and resolving issues courteously and efficiently. Assist patrons in locating and accessing library resources, both physical and digital.
4. Collection Maintenance/Management: Oversee the maintenance of the library’s physical collection, including shelving, organization, and inventory management. Monitor and report on the condition of library materials, recommending replacements or repairs as needed. Technology and Equipment: Ensure that library equipment and technology at the desk and in public spaces, such as computers, scanners, and printers, are in good working order. Troubleshoot and assist patrons with basic technology-related issues. Oversee day-to-day maintenance of public printers. Coordinate with library IT support for more complex technical problems.
5. Policy Implementation: Enforce library policies and procedures, including rules for behavior, borrowing, and facility use. Assist in the development and updating of library policies as needed.

(Annual Salary: $47,665 - $77,455)

Qualifications
Bachelor’s degree in Business, Social Sciences or a related field and five (5) years of related experience required. Work experience may NOT substitute for education requirement.

Previous experience in a library or customer service role. Strong computer skills, including proficiency with Microsoft Office. Demonstrated interpersonal and communication skills. Excellent organizational and time management abilities. Commitment to providing outstanding customer service in a diverse and inclusive environment.

Preferred Qualifications:
- Supervisory experience
- Familiarity with library management systems and technology
- Expertise in navigating and troubleshooting digital resources and software applications

Primary Location: University
Job Category: Clerical & Administrative
Organization: 230000000 UAB Libraries
Employee Status: Regular
Shift: Day/1st Shift
Work Arrangement (final schedule to be determined by the department/hiring manager): Onsite