

# ***Adams County Public Library***

## **SECTION 2.871 – PUBLIC SERVICE TEAM LEADER** (12/10/2008; 10/09/2013)

The Public Service Team Leader is a supplementary assignment in a particular building while working under another job description in that same building.

### **Qualifications, demonstrated knowledge, skills and abilities:**

- Adequate experience in public library work to provide knowledge of all operations.
- Current full-time position within the building where the leader is to be assigned.
- Demonstrated strong leadership capabilities.
- Ability to meet, communicate, and deal with others in person, in writing or by phone.
- Ability to maintain emotional balance in all types of situations and people.
- Skills in resolving staff and patron issues.
- Observed behaviors that match the library's core values: positive approach, dependable, team-oriented, professional, leadership.

### **Responsibilities and duties:**

- Performs duties listed under the job description of the leader's full-time position.
- Exercises leadership in maintaining the quality of customer service.
- Provides leadership to weekly meetings of the public service team as necessary.
- Addresses staff issues such as tardiness at team meetings.
- Provides that team meeting minutes and other records are filed.
- Monitors building schedules and keeps staff informed about changes.
- Makes sure that statistical data are collected and reports are filed.
- Checks that cash drawer and petty cash reports are filed in a timely manner.
- Monitors building conditions and communicates with cleaning personnel.
- Reports major facility problems to the executive director.
- Arranges for book drop maintenance over holidays.
- Performs other duties as assigned by the executive director.

<b>Leadership received:</b>	Team coach, executive director, or designee
<b>Leadership exercised:</b>	Public service staff
<b>Classification:</b>	Supplementary assignment; exempt
<b>Schedule of Hours:</b>	As assigned; may include evening and weekend hours

**The above statements are intended to describe the general nature and level of work that is to be performed by personnel working under this job description. The statements are not intended to be an exhaustive list of all responsibilities and duties that might be required of persons assigned to this position.**