

## **LIBRARY BUSINESS OFFICE COORDINATOR**

### **SUMMARY/PURPOSE**

To coordinate and lead tasks related to the successful operation of library. This includes oversight of assigned staff, facilities, projects or processes across the entirety of library operations and services provided.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)**

1. Act as coordinator in library's business office, working under the general direction of the library manager.
2. Coordinate workflow in business office, including oversight and training of staff.
3. Assist with preparation of the library budget and monitor revenue and expenditures during the year, in consultation with the library manager.
4. Communicate effectively with, and act as a liaison between internal and external customers, agencies and staff to acquire and provide information, coordinate activities, resolve issues and complaints, and satisfy established requirements.
5. Act as the liaison between library staff and outside vendors, suppliers, presenters either paying to or receiving payment from the Duluth Public Library. Serve as primary contact for these external service providers.
6. Process invoices, oversee the ordering of library supplies and equipment and create requisitions. Reconcile accounts kept in integrated library system software with those kept in City's accounting software.
7. Track donated funds received and expended.
8. Perform complex work and/or specialized tasks in assigned area or function, creating and implementing procedures consistent with library policies.
9. Compile library statistics and reports to determine and aid in the creation of library initiatives and services, and to fulfill mandated reporting requirements.
10. Provide excellent customer service to library patrons of all ages and backgrounds.
11. Coordinate the process of hiring part-time, non-bargaining unit library staff, in collaboration with Human Resources staff and library manager.
12. Provide input into decisions regarding the hire, transfer, discipline and grievance of personnel.
13. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. Currently classified as Library Technician or Senior Library Technician with successful completion of three (3) years in that classification; or
  - B. Five (5) years of full-time verifiable education and/or experience in a related field.
2. Knowledge Requirements
  - A. Knowledge of effective supervisory practices and training methods.
  - B. Knowledge of English to include spelling, grammar, sentence construction, and punctuation.
  - C. Knowledge of basic mathematics, budgeting and record keeping.
  - D. Knowledge of library systems and practices.
  - E. Knowledge of personal computer operation, including Excel, integrated library system software and accounting-specific applications.
  - F. Knowledge of business methods, procedures and equipment.

3. Skill Requirements

- A. Skill in using current library technology and equipment.
- B. Skill in analyzing statistical data to provide information and knowledge in support of decision making.
- C. Skill in creating, organizing, maintaining and updating electronic and manual files and records.
- D. Skill in producing reports as necessary using various computer applications.

4. Ability Requirements

- A. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- B. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- C. Ability to work with library manager to review and resolve personnel issues in assigned work area.
- D. Ability to formulate, execute and evaluate plans.
- E. Ability to communicate effectively in oral and written forms.
- F. Ability to follow and issue oral and written instructions.
- G. Ability to read, understand and effectively communicate policies and issues.
- H. Ability to meet deadlines and to maintain composure when working under pressure.
- I. Ability to handle information requests quickly, efficiently and effectively.
- J. Ability to learn and apply technological skills and to operate, maintain, and troubleshoot equipment related to library operations.
- K. Ability to work independently, exercise good judgment and accept responsibility for one's decisions and actions.
- L. Ability to adapt to change.

5. Physical Ability Requirements

- A. Ability to transport oneself to, from, and around work sites of projects, tests, and other assignments.
- B. Ability to attend work on a regular basis.
- C. Ability to work evening and weekend hours.
- D. Ability to retrieve and replace materials on shelves at various heights.
- E. Ability to transport oneself throughout the library and to and from branch libraries.
- F. Ability to repeatedly push and pull shelving carts requiring up to 41 pounds of force for distances of up to 300 feet on a carpeted surface.
- G. Ability to frequently transport, usually by lifting and carrying, materials weighing up to 25 pounds, and occasionally weighing up to 50 pounds, from one part of the library to another.
- H. Ability to work in a stationary position for long periods.

HR: MC	Union: Basic	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: