



**BALTIMORE COUNTY
PUBLIC LIBRARY**

JOB OPPORTUNITY

Processing Supervisor

Administrative Offices – Towson, MD

At BCPL, staff members have the opportunity to enrich individual lives and build strong communities by delivering exceptional customer experiences, establishing meaningful partnerships, and creating innovative learning spaces. We seek enthusiastic, open-minded, self-motivated individuals who can work well independently and with others. BCPL circulates over 11 million items and provides library services through its 19 branches, 4 mobile library vehicles, and an extensive outreach network. If you are forward thinking and passionate about public service, consider joining BCPL as a full-time **Technical Services Processing Supervisor**.

Key Responsibilities

- Takes an active role in recruiting, training, supervising and evaluating processing staff. Accurately assesses staff abilities. Develops staff strengths and coaches staff to improve performance.
- Oversees the daily operations of the Processing staff for the Technical Services Department. Sets weekly part-time schedules based on overall work flow.
- Creates and maintains statistical data based on workflow that inform weekly part-time schedules and yearly part-time staffing requests.
- Collaborates with the Technical Services Manager to set performance expectations, feedback and goals for the Processing staff.
- Mentors, develops and works closely with the Assistant Processing Supervisor.
- Collaborates with the Department management team to ensure that high quality customer service is delivered to internal customers.
- Models continuous learning and encourages and supports continuous staff development.

Education/Experience Requirements

- High School graduate or equivalent; college degree desirable.
- Substantial knowledge of MS Office applications, particularly Outlook, Word, Excel. Must be able to demonstrate proficiency in Microsoft Sharepoint within 1 year of being hired.
- A minimum of one year of supervisory experience preferred.
- Ability to communicate effectively both in writing and verbally and exercise good judgement when handling difficult situations.
- Must pass a post offer criminal background check, drug screening, and physical.

We offer an excellent benefit package that includes: four weeks of vacation, sick and personal leave, subsidized health care coverage, pension eligibility, and other related benefits. Annualized Salary Range: \$44,023-\$58,967, commensurate with experience.

To Apply:

Go to www.bcpl.jobs and follow the directions to complete an application. Email your application, resume, and cover letter to humres@bcpl.net. Clearly indicate the title: **Processing Supervisor** on your application **and** in the subject line of your email.

Documents must be received no later than **July 21, 2017**.

Vacancy #: **2018-003**