

Location: Howard County Library System

Job Title: Customer Service Supervisor, Miller Branch

Responsibilities: You lead a team of extraordinary people who are the heart of the Miller Branch. You guide them as they get to know our diverse community, provide extraordinary service, and make the magic happen behind the scenes. You are welcoming and create a sense of belonging and fun. You earn trust by supporting and developing your staff to be the best they can be. You create and maintain an environment of inclusion, diversity, and respect for your staff. Whether working directly with customers or behind the scenes, our remarkable team is committed to education that aids in the dismantling of unjust systems and creating a more equitable and just society for all people. As such, we work to ensure that this mission achieves our racial and social equity goals in all that we do. You look after the supply chain for library materials moving into and out of branch.

Effectively live the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers), motivating others to do so as well. Advance HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences)

Requirements: Four year college degree; Five years supervisory experience; Four years experience working with the public; Outstanding management and leadership skills; People skills - ability to work effectively with staff and customers of various races and ethnicities and enjoy it; Demonstrated ability to analyze and solve problems, to develop new processes and procedures in response to changing customer expectations and system-wide goals; Displays diplomacy and political acumen in all situations; Demonstrated ability to motivate people, lead committees and large groups; Demonstrated ability to communicate effectively and clearly, both orally and in writing; Tech savvy - ability to use programs/processes such as the Internet, office applications, as well as other library related programs; Superior writing and public speaking ability; Knowledge of the community and current events; Current valid driver's license;

Salary: Grade 8; Salary \$ 42,534- \$74,584 yearly plus a generous benefits package including 14 paid holidays and your birthday off. Full-time; 37.5 hours per week, Monday - Saturday, including two nights per week, alternating Fridays and Saturdays, and a maximum of two Sundays out of four; evenings and weekends required for HCLS signature events.

Application Process: Apply from the Employment page on the [Howard County Library System](#) website. Please include a cover letter with application

Special Requests:

Closing Date: Open until filled.