



Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Access Services Supervisor

Department: Library Reports to title: Head of Access Services

Full Time: X Part Time: _____ Date Prepared: 7/1/19

Job Group & Level: SM1 Regular Daily Work Schedule: 8am to 5pm

Pay Type: Weekly X Monthly _____ Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Access Services Supervisor coordinates the work of Access Services Student Assistants and manages services at the Front Desk of the Robert Frost Library, ensuring excellent customer service to all users. Participates in the development and implementation of department policies, procedures and services. Coordinates maintenance of library information on the web.

Takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

35% Student Assistants

- Hires and supervises student assistants.
- Develops and implements training programs, using a variety of materials and techniques.
- Establishes work schedules and makes work assignments.
- Maintains accurate documentation on policies and procedures.
- Coordinates room and board during Commencement/Reunion and summer.

25% Scheduled Hours at the Frost Front Desk

- Provides services and assistance to library users, including charging/discharging materials, maintaining

borrower accounts, explaining policies and procedures, answering questions and referring patrons to other departments within the library or on campus as appropriate.

- Answers telephone and directs calls as necessary.
- Participates in departmental discussions about best practices and policy changes.

20% Library Web Content

- Coordinates the work on library web content, ensuring consistent style, accessibility and currency. Regularly consults with other departments and staff to ensure a user-focused approach.
- Maintains Access Services-related web content, including policies, general library information and hours.
- Oversees regular web maintenance and troubleshooting, identifying quick fixes and referring larger-scale issues that require long-term solutions.

15% Frost Front Desk Operations

- Supervises Front Desk staff.
- Provides training in desk policies and procedures.
- Coordinates the desk schedule, ensuring consistent staffing.
- Ensures accuracy of borrower records.
- Maintains desk supplies, handouts and signage.
- Fields user complaints and challenging questions.
- Shares monitoring of and responding to messages in the library circulation e-mailbox.

5% Performs other duties/functions as requested

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

- Works closely with colleagues across the library, particularly in Access Services.
 - Communicates with Amherst College faculty, staff and students as well as Five College colleagues.
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4. Education: (include certifications and licenses)

Required: Associate's degree or 5-7 years of experience in lieu of degree

Preferred: Bachelor's degree

5. Experience: (List specific skills necessary to perform this job)

Required:

- 3-5 years of experience working in Access Services
- 1 year of supervision of library employees
- Demonstrated exceptional customer service, including creative problem-solving and a commitment to equitable

access

- Impeccable attention to detail
- Proficiency with MS Office and/or Google Suite and ability to learn new technologies and incorporate them into existing operations
- Strong interpersonal, organizational, and verbal and written communication skills
- Commitment to further the college's mission of diversity and inclusion

Preferred:

- 1-3 years previous experience working in an academic or research library
- Experience using web-authoring software

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Lift, carry, push and/or pull up to 25 lbs (for example, moving boxes and other materials).
- Visual – normal concentration.
- Repetitive motions – including hands, fingers and wrists.

7. Decision Making:

Contributes to determining operating procedures and policies for a unit within a department. Work is complex with constant changes in priorities. Exercises judgement when interpreting policies and negotiating solutions.

8. Supervision Exercised/Received:

- Receives minimal supervision from Head of Access Services.
- Supervises the work of 20-25 part-time student assistants.
- Supervises the Front Desk work of 6 full-time employees.

Supervisory Responsibility: Yes _____ No _____

Number of Employees Supervised: _____

