



JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

JOB TITLE: Customer Service Department Head

EXEMPTION STATUS: Exempt

JOB CATEGORY: Officials and Administrators

BARGAINING UNIT: Supervisor

GENERAL SUMMARY:

Under general supervision, provides leadership, management, training, and professional and supervisory support in the planning, coordination, and operation of the Customer Service Department at a branch library. Supervises the collection and accounting of fines and fees collected by the Customer Service Department. Acts as Person-In-Charge (PIC) on a routine basis and as needed.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Essential Duties & Responsibilities of Library Aide II plus:

1. Supervises assigned staff, including but not limited to:
 - a. Performance coaching and management.
 - b. Career counseling and development.
 - c. Conflict resolution.
2. Staffs assigned department within budgetary guidelines to meet service demand.
3. Organizes assigned services, programs, and employees to achieve established goals.
4. Coordinates with Branch Manager and other branch-level library departments to meet established branch and District goals.
5. Develops, maintains, and monitors key reporting metrics to achieve and control desired quality outcomes.
6. Accurately prepares and maintains files, records, and reports.
7. Processes and handles confidential information with discretion.
8. Sets short-term (daily to annual) operational goals for assigned service or department.
9. Monitors department compliance with all federal, state, and local laws, regulations, codes, best practices, and District policies and procedures.

10. Performs other duties as assigned.

CORE COMPETENCIES:

Competencies of Library Aide II plus:

- Integrated Library Systems (ILS)
- Report and record-keeping
- Cash register and cash handling

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

• **EDUCATION:**

Required: High School Diploma or General Equivalency Diploma (GED).

Preferred: Bachelor's Degree in Business or Public Administration or related field.

• **EXPERIENCE:**

Required: Two (2) years' experience as a Library Aide II or equivalent position.

Preferred: Two (2) years' experience as a Library Aide II or equivalent position and one (1) year supervisory experience.

• **LICENSE AND CERTIFICATION:**

Required: Prior completion of Las Vegas-Clark County Library District's Person-in-Charge (PIC) Training or completion of core PIC Training within six (6) months of assuming the position.

District-provided AED/CPR certification must be completed within six (6) months of assuming the position and must be maintained (current) while in a covered position.

Preferred: N/A

- **PHYSICAL REQUIREMENTS:** Although work is performed in an office setting, a limited amount of walking or standing is often necessary to carry out job duties. Tasks may involve frequent walking, standing, bending, reaching, stooping, and some lifting and carrying of objects of moderate weight (20-50 pounds).

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

KSAs of Library Aide II plus:

- Knowledge of effective supervisory principles and methods.
- Knowledge of automated library systems.
- Knowledge of report and record-keeping principles and procedures.

- Ability to handle stressful situations with professional composure.

DEVELOPED: December 6, 2023

UPDATED: April 23, 2025