



## City of Waukeee Public Services Manager

<b>SALARY</b>	\$72,584.00 - \$78,506.00 Annually	<b>LOCATION</b>	Waukeee, IA
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	2026-00007
<b>DEPARTMENT</b>	Library	<b>OPENING DATE</b>	02/19/2026
<b>CLOSING DATE</b>	3/5/2026 4:00 PM Central		

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### JOB PURPOSE

The Waukeee Public Library seeks a Public Services Manager (PSM) with outstanding communication skills who is passionate about quality customer service and supporting a great team. The PSM manages the day-to-day operations of the Public Services Desk ensuring consistency with library policies and procedures, responding to patron and library issues, and ensuring excellent customer service.

### ESSENTIAL FUNCTIONS & SUCCESS FACTORS

#### ESSENTIAL FUNCTIONS:

(Order of Essential Functions does not indicate importance of functions.)

- Manages the Public Services Department. Responsible for leading and directing activities of the Public Services staff according to standard library operating procedures and policies.
- Serves on the Library Management Team. Administers department procedures and policies to implement library goals and objectives and meet the needs of library patrons.
- Responsible for hiring, training, evaluating, and encouraging development of direct reports.
- Develops and maintains effective training strategies and tools to ensure excellent customer service methods.
- Develops and maintains effective lines of communication with direct reports and all other library staff to implement efficient library procedures and workflows.
- Creates and maintains staff schedules for direct reports ensuring consistent coverage.
- Responds to patron issues and communications, resolves issues according to library policies and procedures.
- Occasionally serves as the full-time staff member in charge, providing leadership to address emergencies, safety issues, and patron feedback.
- Performs all duties of Public Services Assistants as needed.
- Performs other duties or assumes other responsibilities as apparent or assigned.

#### SUCCESS FACTORS:

- Actively supports all efforts to increase cooperation, communication, and collaboration between and among staff, library patrons and volunteers.
- Ability to foster collaboration, build consensus, and recommend solutions in response to organizational challenges or problems.
- Acknowledges and accepts the Library's mission, respects the Library's confidentiality regulations, and maintains the integrity of the Waukeee Public Library.
- Knowledge of library circulation procedures and practices and customer service best practices.

- Maintains knowledge of current holdings and library resources, both print and electronic.
- Continually seeks and participates in opportunities for continuing education and professional growth.
- Improves the effectiveness and efficiency of all library operations with positive and creative approaches to challenges.
- Working knowledge of electronic services, Internet tools, social media and library related technology and trends, and the ability to embrace the challenge of continuously learning new tools, software, and technology to meet typical library needs.
- Demonstrated success in interpersonal and communication skills.
- Comfortable working in close proximity to all age categories.
- Ability to conduct a reference interview and be able to answer reference questions with authority and tenacity to meet patron needs.
- Demonstrates sound time-management skills by effectively and efficiently organizing, prioritizing, and completing multiple assignments in a timely manner.
- Has a professional understanding of librarianship.
- Understand and internalize the importance of seeking resolution to problems and concerns by bringing them to the direct attention of a supervisor in a timely manner.
- Be attentive to the City's and the Library's standards for customer service, accuracy, quality, efficiency and all City and Library policies and procedures.
- Represents the City professionally and effectively to the community and library patrons.

## QUALIFICATIONS

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- Bachelor's degree. Master's degree in library and information science preferred.
- One year of library work experience.
- Two years of supervisory experience in a library or customer service environment.
- Possess and maintain Iowa State Library Staff Endorsement, or ability to obtain within the first year of employment.

## PHYSICAL REQUIREMENTS & WORKING CONDITIONS

### PHYSICAL REQUIREMENTS:

- Required to move or lift up to 25 pounds and occasionally up to 35 pounds.
- Ability to sit for long periods of time and to maintain focus on projects such as computer screens or detailed paperwork.
- Be able to effectively communicate orally (in person and over the telephone) and in writing (using electronic and handwritten) in English with other employees, library patrons, and the community.

### WORKING CONDITIONS:

- Climate-controlled office with hazards typical of that environment, minimal outdoor work is required.
- Standard work hours may include evenings and weekends as needed.
- To successfully fulfill the essential functions of this position, employee must maintain standard work hours within the Waukee Public Library building.
- Must reside within a 30-minute response time to the library.

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### **Employer**

City of Waukee

### **Address**

236 W. Hickman Rd

Waukee, Iowa, 50263

### **Website**