



**DECEMBER 10, 2025**

Farmington Community Library is proud to be a welcoming space for everyone in the Farmington and Farmington Hills community. Both FCL locations serve as public spaces for ideas, create collaboration between neighbors and businesses, and offer services that meet community needs. The library actively seeks individuals whose commitments and contributions will advance our mission to be a diverse and equitable organization. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team and reflect the community we serve.

**POSITION:** Assistant Department Head – Patron Services Department (FT Non-Exempt)

**HOURS:** 40 hours per week, including days, nights, and weekends on a flexible basis

**DESCRIPTION:** This position supports and oversees daily operations of the Patron Services Department at the Farmington location. Supervises staff, ensures quality service delivery, and acts as department lead when the Department Head is absent.

**RESPONSIBILITIES:**

- Oversee department's daily operations and ensure efficient workflow.
- Supervise, train, and schedule Shelver/Aide positions; assist Department Head with supervising, training, and scheduling Patron Services Assistants.
- Lead department meetings and attend supervisor meetings as needed.
- Assist with developing departmental goals, procedures, and policies.
- Provide circulation services, including check-in/out, curbside pickup, and resolving patron inquiries.
- Handle phone calls, directional assistance, and general patron service.
- Process fines and fees, reconcile reports, and perform related circulation tasks.
- Maintain regular communication through email and other channels.
- Perform other duties as assigned.

**MINIMUM REQUIREMENTS:**

- Associate's degree or equivalent in a related field.
- At least one year of customer service experience.
- Strong customer service, communication, and technology skills.
- Ability to learn new systems, interpret policies, and maintain confidentiality.
- Ability to supervise staff, collaborate effectively, and positively support patron experiences.

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Farmington Community Library

FCL Farmington • 23500 Liberty St. • (248) 553-0321

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- Ability to work with diverse audiences, exercise good judgment and successfully resolve conflicts.
- Ability to consistently produce high-quality work with minimal errors.

**PREFERRED QUALIFICATIONS:**

- Library experience in a Circulation Department.
- Familiarity with daily banking procedures.

**PHYSICAL REQUIREMENTS:**

Ability to lift or carry up to 30 lbs., push or pull carts up to 50 lbs., and sit, stand, walk, bend, reach, and stoop for extended periods. Must have sufficient vision, hearing, and speech to perform job functions.

**SALARY RANGE:** \$49,100 – \$54,000

**BENEFITS:** Vacation, holidays, medical insurance, sick time, life insurance, MERS retirement savings programs, and more

**APPLICATION:** [Application](#), cover letter, and resume accepted through **Tuesday, December 30, 2025, 5:00 PM.**

To: Farmington Community Library  
Attn: Crystal Peterson  
32737 W. Twelve Mile Road  
Farmington Hills, Michigan 48334  
Electronically to: [Crystal.Peterson@farmlib.org](mailto:Crystal.Peterson@farmlib.org)

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