POSITION SUMMARY: This position is responsible for coordinating the provision of cross-departmental reference services at the Main Library, as well as creating and implementing a dynamic curriculum of reference service trainings for the library system.

DUTIES:
- Ensures reference requests are answered promptly, accurately, and by the appropriate staff member
- Maintains statistics and conducts analysis of trends
- Assists manager in developing cross-departmental reference service
- Understand and solve unusual or difficult reference questions by connecting customers to appropriate resources
- Strong customer service skills
- Knows reference materials in a variety of formats.
- Skilled in using technology and is adaptable to future innovation.
- Identifies training needs and opportunities
- Presents information about Library services and programs to individuals and groups.
- Provides in-person and virtual training for internal and external customers
- Creates resources to facilitate knowledge sharing
- Responsible for the supervision and operation of the department in the absence of more senior personnel.
- Regular and reliable attendance is required.

QUALIFICATIONS:
- Understands and supports the Library’s mission, vision, culture, and structure, and demonstrates a comprehensive understanding of the Library’s policies and procedures.
- Demonstrates a commitment to diversity, equity and inclusion efforts of all colleagues and customers regardless of age, cultural background, ability, ethnicity, family status, gender identity, immigration status, national origin, race, religion, sex, sexual orientation, socioeconomic status and veteran status.
- Interacts with members of diverse ethnic and socio-economic communities, children, staff and management in a respectful and professional manner that reflects the Library’s values.
- Demonstrates professionalism in all settings, including an orientation toward teamwork, collaboration & building common ground with peers; arriving to work reliably, regularly, and on time; and behavior that is consistent with building a strong organizational culture, while performing work duties.
- Demonstrates on-brand customer service to internal and external customers by consistently fulfilling customer needs and expectations.
- Demonstrates strong technology skills with the ability and willingness to learn new skills quickly.
- Communicates effectively in person, on-line, or by telephone, including formal communication and presentations, while consistently providing high quality, proactive service to internal and external customers
- Possesses the ability to make independent decisions when circumstances warrant such action.
- Ability to maintain confidentiality of customers, peers, and branch/department.
• Must be willing to seek out best practices and innovations, and be willing to incorporate them into existing workflow.
• Seeks, accepts and incorporates feedback and direction.
• Must be able to communicate with others in person, by telephone, email etc.
• Handles and responds to concerns, complaints, and difficult situations with patience and tact.

JOB LOCATION:
Cincinnati, OH, United States

POSITION TYPE:
Full Time

EDUCATION:
• MLS Degree from an ALA accredited program or equivalent preferred.
• 1-3 years of progressively responsible experience in a Reference setting

PREFERRED QUALIFICATIONS:
2-4 years of progressively responsible experience preferably in an urban Library reference setting.

HOURS:
40 Hours week, including evenings and weekends.

SALARY:
Grade 7: $46,030.40 - $66,747.20 annual

DEADLINE:
Until Filled

Interested candidates should submit their resume and internal application to:

https://www.cincinnatilibrary.org/info/employment.asp

Equal Employment Opportunity Employer