Regional Manager - Service

Date Posted: 12/5/2022

Position Summary: This position is responsible for planning, organizing, and overseeing identified Service agencies and organizational projects. This position, as a part of the Senior Leadership Team, leads or oversees Service initiatives and is also responsible for assigning work; determining staffing; and the training and development of Managers.

Duties

- Provides input, feedback and recommendations to Senior Leadership regarding public service and relevant system wide service aspects of policy and procedure.
- Manages performance of direct reports through frequent onsite visits; effective and timely coaching, setting of annual objectives, and annual performance and ongoing monthly mission focused discussions.
- Manages, communicates and participates in the implementation of new service initiatives, tactical objectives, and planning for deployment of resources.
- Champions a culture of service orientation and high performance, ensuring a clear understanding of the linkage of each staff member’s work to the purpose and vision of the Library.
- Leads staff members in providing the highest quality service to all internal and external customers, which includes building group morale and cohesiveness, managing group processes and achieving team goals.
- Supervises and evaluates designated managers, assisting them with administrative, personnel and customer concerns.
- Implements Library policies and procedures. Participates in policy revision, creation and removal of policies and procedures. Interprets Library policies to staff.
- Has budgetary responsibilities for service and support functions for which position is responsible, and effectively manages resources to achieve the Library’s strategic goals.
- Assess staff capacity, service needs and budgetary considerations to develop and recommend staffing and service patterns.
- Works with the Manager, staff and support departments in planning for new facilities or renovation and repair of existing facilities.
- Attends leadership meetings and events including, but not limited to: team meetings, learning and development programs, and strategic planning events.
- Holds regular meetings with managers to discuss organizational priorities, best practices, new procedures and organizational communications.
- Responds to customer concerns and provides timely resolution.
- Creates and maintains long-term partnerships with community partners.
- Serves/chairs various teams and committees.

Qualifications

- Demonstrates thorough knowledge of the elements of library management and services with the ability to apply such knowledge to work performed.
- Demonstrates ability to work on multiple projects and initiatives simultaneously, to meet tight deadlines within budgetary constraints, and to handle multiple projects simultaneously and autonomously
- Can inspire and motivate entire units of the organization, ability to communicate a compelling and inspired vision as well as a sense of purpose.
Adept at process management; knows how to organize people and activities. Can simplify complex processes, see opportunities for synergy and integration, and apply appropriately to get more out of fewer resources.

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 being a team player; arriving to work reliably, regularly, and on time; and behavior that is consistent with building a strong organizational culture, while performing work duties.

Must demonstrate the skills and abilities to interact with the public, staff, and management in a respectful and professional manner that reflects the Library’s Values.

Demonstrates strong technology skills with the ability and willingness to learn new skills quickly.

Demonstrates on-brand customer service to internal and external customers by consistently fulfilling customer needs and expectations.

Addresses and resolves concerns and conflict equitably and with patience and tact, seeking common ground and cooperation when possible. Skilled at reading situations quickly and focusing attention to gain understanding of conflict situations.

Superb communication and interpersonal skills, including the ability to listen actively and present clearly and effectively in a positive manner.

Ability to maintain confidentiality of customers, peers, and department.

Seeks, accepts and incorporates feedback and direction.

Job Location
Cincinnati, OH, United States

Position Type
Full-time

Education
- MLS from an accredited college or university.
- 5 or more years of progressively responsible supervisory experience. A combination of education and experience may be considered.
- Must possess a valid driver’s license and maintain a driving record that is acceptable to the Library’s insurance provider.

Hours
40 hours per week, including evenings and weekends

Salary
Grade 12: $81,307.20 - $121,950.40 annual

Deadline
5:00 pm, Sunday, December 18, 2022

Interested candidates should submit their resume and internal application to:
https://www.cincinnatilibrary.org/info/employment.asp
Equal Employment Opportunity Employer