



Manager (New Albany Branch)

Salary Range: \$65,540.80 – \$102,211.20 annually

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PURPOSE OF JOB

Leads and manages staff, building resources, operations, and location/division initiatives in the context of the Library's larger vision, purpose and strategic plan. Serves as a key Library point of contact for the local community and connection with key stakeholders and partners.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leads a team in the effective management of operations at local level. Handles a wide variety of strategic and operational details. Delegates tasks, responds to questions/complaints, and gathers data to prepare communications and reports. Serves as location's primary contact with other Library departments.
2. Develops, coaches and trains staff. Sets individual performance measurements for staff and holds them accountable while cultivating engagement and trust in an inclusive environment. Responsibilities include managing, hiring, orienting, and evaluating. Models organizational values and exceptional customer service behaviors.
3. Leads location's goal setting and planning efforts to align with the strategic plan and department goals and objectives. Communicates system initiatives to staff and customers. Coordinates department goals and objectives at local level.
4. Establishes and maintains collaborations with community agencies and promotes library services through community outreach. Responsible for developing and maintaining open communications with professional and community organizations at local level.
5. Solves problems at the local level and assists with problem solving at the system level.
6. Interprets and communicates library policies and procedures to staff and customers.
7. Coordinates, initiates and approves paperwork and documentation to assure proper fiscal and regulatory control. Monitors location budget.
8. Assists in the delivery of services to the customer at all service points. Maintains personal skills and knowledge to assure quality of service in areas of library collections, technology, reference, readers' advisory, materials handling and customer service.
9. Attends local, state and national conferences or meetings as required.
10. Performs additional duties as assigned including being a project lead and/or serving on task forces, committees, etc.

QUALIFICATIONS AND REQUIREMENTS

1. Bachelor's degree required; Master's of Library Science or Master's of Library and Information Science Degree preferred.
2. 3-5 years' experience in libraries or similar field required.
3. Supervisory experience required.
4. Ability to express self effectively and concisely both orally and in writing.
5. Acts and makes decisions with the customer in mind using information gained from direct experience and data. Meets the expectations and requirements of external and internal customers.
6. Provides challenging and stretching tasks and assignments to direct reports and guides progress through consistent feedback. Encourages people to accept developmental activities in pursuit of career or position goals. Takes on working with staff that needs further development.
7. Cultivates engagement and support of the Library's vision and purpose among the team. Fosters open dialogue. Defines success in terms of the whole team. Creates a feeling of belonging in the team.
8. Ability to engage with the local community and to establish and maintain key relationships with organizations, businesses, and individuals.
9. Ability to set clear objectives and measure and monitor process, progress, and results, including fiscal control.
10. 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 maximize resources and add value.
11. Uses rigorous logic, conflict resolution and problem-solving methods, as well as honest analysis, to solve difficult problems with effective solutions. Can see hidden problems and looks beyond the obvious to get to the core issue. Investigates a variety of sources for answers.
12. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
13. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

SCHEDULE

Combination of mornings, afternoons, evenings & weekends, alternating Friday/Saturday. Sundays as assigned.