CINCINNATI & HAMILTON COUNTY PUBLIC LIBRARY
EMPLOYMENT OPPORTUNITY

Branch Supervisor - Youth Services - Popular Library - Main Library Branch

Posted: 2/23/24

The Cincinnati & Hamilton County Public Library seeks a full-time Branch Supervisor-Youth Services to join our team at one of the busiest and best library systems in the country. This position offers a community-minded, diverse and inclusive work environment; competitive compensation; as well as generous paid time off including PTO (accrued at 218 hours/year), Sick (accrued at 120 hours/year), and 9 paid Holidays. In addition, the Library offers a robust benefits package including medical; dental; employer-paid life and telehealth; vision; short-term disability; participation in the Ohio Public Employee Retirement System, and a host of additional voluntary benefits.

Position Summary: This position is responsible for assisting in the daily leadership and oversight of the Popular Library operations and staff and interpreting the Library’s policies and procedures. This position leads the Popular Library’s youth programming and creates, implements, and presents agency and community programs for youth, parents, caregivers, and teachers. This position also provides reference and readers’ advisory services and maintains the youth collection.

DUTIES:
• Participates in the personnel management process for staff including, but not limited to, hiring, supervision, on-the-job training, employee relations, corrective action, evaluation of staff performance, and identification of training needs.
• Serves as the staff-in-charge in the absence of the Manager.
• Under the direction of the Manager, leads team members in providing the highest quality service to all internal and external customers, which includes building group processes and achieving team goals.
• Plans workflow for the team, including scheduling and staffing for effective in-person public service.
• Leads youth services including planning and conducting engaging programs; maintaining youth collection; outreach to schools and community partners and teacher collections.
• Performs reference and readers’ advisory in person, by telephone, and by e-mail, using materials in a variety of formats.
• Assists customers with various technologies such as phones, computers, and tablets.
• Assists customers with resumes, job searches, internet use, and basic word processing.
• Interprets the Library’s policies and procedures to the public in a customer-friendly manner.
• Uses the Library’s automated system to circulate materials to customers, including checking materials in and out, processing holds, registering customers, and collecting fees.
• Maintains awareness of current Library trends through professional reading, conference attendance, and organization participation.
• Participates in the location’s responsibilities including, but not limited to, desk set up, shelf reading, banking, and filling interagency requests.
• Respects and maintains confidentiality of customers, peers, and branch/department.
• Attends systemwide leadership meetings and leads/serves on staff workgroups, as requested.

QUALIFICATIONS:
• Demonstrates ability to coach, motivate, train, and supervise individuals and groups of diverse backgrounds.
• 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.
• Demonstrates on-brand customer service to internal and external customers by consistently fulfilling customer needs and expectations.
• Handles and responds to concerns, complaints, and difficult situations with patience and tact.
• Demonstrates strong technical skills with the ability and willingness to learn new skills quickly.
• Communicates effectively in person, online, 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 the confidentiality of customers, peers, and branch/department.
• Ability to seek out new methods and principles and be willing to incorporate them into existing practices.
• Seeks, accepts, and incorporates feedback and direction.
• Must be able to move frequently throughout the work location for the majority of the shift and have the ability to safely, frequently, and independently move and handle a minimum of 30 lbs. to a minimum height of 2 feet and a minimum distance of 5 feet.

LOCATION:
Cincinnati, OH US

POSITION:
Full-time

EDUCATION:
• Master’s Degree in Library Science from an ALA-accredited library school or commitment to completing Public Service Certification Program within 24 months.
• Must possess a valid driver's license and maintain a driving record that is acceptable to the Library’s insurance provider.
• 1-3 years of progressively responsible and relevant experience.

HOURS:
40 hours per week, including evenings and weekends

SALARY:
Grade 9: $59,425.60 - $86,153.60 annually

DEADLINE:
March 8, 2024 by 5pm

Interested candidates should submit their resume and internal application to:

https://chpl.org/about/working-at-the-library/

Equal Employment Opportunity Employer