



<b>Title:</b> Tech Central Assistant Manager	<b>Reports to:</b> Tech Central Manager
<b>Supervisor Responsibilities:</b> Per Organizational Chart	<b>Department:</b> Public Services
<b>Bargaining Unit:</b> N/A	<b>FLSA Status:</b> Exempt
<b>Job Code:</b> 337	<b>Hours:</b> Minimum of five 7.5-hour days per week based on operational need. May require evening and weekend hours.
<b>Pay Grade:</b> 5	<b>Last Revised:</b> 10/2019

**JOB SUMMARY:** This position serves as the Assistant Manager of Tech Central and oversees the daily floor activities of the department at Main Library as well as Tech Central operations at branches. This position is responsible for providing direction to staff; overseeing programs and performing community outreach and engagement efforts to increase the use of Library services and programs. Must strive to meet the Library's mission and exemplify its core values.

### **JOB REQUIREMENTS:**

**Education:** Bachelor's Degree in computer science, programming or engineering, or other computer or technology-related field.

**Experience:**

Two years' experience developing curriculum and delivering training programs in a public setting.

One year supervisory or lead worker experience, preferably in a union environment.

Experience organizing programming and training services in a library setting preferred.

Experience with participatory learning or Maker spaces preferred.

**Technical Expertise:**

1. Current hardware, software, and technology equipment used for personal, creative and business purposes
2. Strong communication and training skills with the ability to communicate technical information and knowledge to non-technical users.
3. Read, understand, and communicate information and ideas presented in writing.
4. Experience working with all levels within an organization is required.
5. Knowledge of informal learning environments and the principles of collaborative learning, interest driving learning, strongly preferred.
6. Use mathematics to solve problems.
7. General principles and objectives of information technology systems and programs.
8. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, succinct, and free of errors.
9. Experience in public library, public-sector, and a union environment is preferred.

**Certifications:** N/A

### **OTHER EXPECTATIONS:**

1. Attendance – Adhere to Library attendance and work schedule policies. Flexibility to travel, for up to a week, maximum of five times per year.
2. Collaboration – Establish and maintain cooperative working relationships. Work in a complex institutional structure requiring significant collaboration.
3. Communication – Read, understand, and communicate information and ideas presented in writing. Listen to, understand and communicate information and ideas.
4. Customer service – Determine and meet customer needs. Work effectively with external entities and the public.
5. Initiative – Work independently with minimal supervision.
6. Positive and enthusiastic attitude – Be courteous and respectful.

7. Quality of work – Effectively manage time to meet operation needs and desired outcomes and plan and organize the steps to implement new projects. Adhere to Library work rules, procedures and policies, and collective bargaining agreements.
8. Reliability – Consistently perform required duties.
9. Teamwork – Work as part of a team and work effectively with persons and communities from diverse cultural, social and ethnic backgrounds.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Evaluation of this position is based primarily on performance of the following essential functions, which include, but are not limited to:

1. Works in conjunction with the Tech Central Manager to plan and manage the day-to-day operations of Tech Central. Operations include, but are not limited to: computer labs, Maker Space and associated equipment; emerging technologies; and increasing digital literacy for the public.
2. Supervises the computer training operations of Tech Central staff, the daily floor operations of Tech Central at Main Library, and Tech Central operations in CPL branches.
3. Develops computer-related training for staff and library users including developing curriculum and documentation for computer classes. Instructs or assist in instructing classes.
4. Performs public service including reference work consistent with RUSA guidelines, facilitates computer use and the use of library technology and equipment, and assists patrons to find materials, use materials, and reserve materials.
5. Markets and promotes Tech Central classes in conjunction with the manager. Prepares promotional material including flyers, booklists and other informational materials.
6. Collaborate with partners to design, plan and implement outreach, programming, training, services and programs. Develop collaborative relationships with schools, community groups and leaders, political and leadership representatives, etc.
7. Coordinate, schedule, supervise and assign work assignments to staff. Comply with collective bargaining agreement(s). Assist with training, counseling, motivating, and disciplining staff. Ensure staff provide exceptional customer service to Library patrons and visitors.
8. Maintain the integrity and security of Library assets. Coordinate and track repair and replacement of equipment.
9. Develop, implement, coordinate, communicate, and ensure adherence to patron use policies and procedures.
10. Demonstrate fiscal accountability for branch resources and the ability to achieve outcomes within allocated resources. Demonstrate an understanding of financial data and reports.
11. Implement policies, procedures and opportunities regarding program/service needs that affect both internal staff and Library services.
12. Assure effective and respectful relations with all Library personnel, patrons, and community representatives.
13. Assist in the development, implementation and evaluation of branch services and programs.
14. Apply broad knowledge, in-depth business and process knowledge and understanding of internal and external environment to formulate branch and/or organizational goals that support the Library's vision, strategy, and goals.
15. Perform other duties as assigned.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

1. The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. The noise level in the work environment is usually quiet to moderate.
3. This position is performed in an office setting although frequent offsite meetings in various settings occur.
4. There is no set schedule for this position due to the requirements to attend meetings and events before or after normal working hours and occasionally on weekends and evenings.
5. Lift light objects less than 20 pounds and carry them short distances 20 feet or less
6. Reach overhead and bend/kneel to shelve books weighing up to three pounds
7. Remain in a standing position for extended periods of time while performing a variety of tasks

8. Perform repetitive hand, arm, and body movements, including lifting books on a continuous basis for up to an eight-hour shift.

**ACKNOWLEDGEMENT:**

The above statements reflect the general details considered necessary to describe the principal functions of the job identified and shall not be construed as a comprehensive listing of all the work requirements that may be inherent in the job.

I understand that the Cleveland Public Library is a non-hostile and non-discriminating work environment and I will always adhere to the respectful conduct and language. I understand that the Library expects all employees to follow policies/procedures of the department and rules and regulations of the Library.

My signature below signifies that I have reviewed my job description and that I am aware of the contents and the requirements of the positions.

**Employee Signature:**

**Date:**