

## **PUBLIC SERVICES MANAGER II - ADDISON BRANCH**

Pay Grade 6 - \$ 67,100.00

Cleveland Public Library strives to be the driving force behind a powerful culture of learning that will inspire Clevelanders from all walks of life to continually learn, share, and seek out new knowledge. The successful applicant will be a self-directed professional with a strong work ethic, a collaborative work style, and the skill set to thrive in a welcoming service environment for patrons and staff.

**JOB SUMMARY:** This position is responsible for the day-to-day operation of a neighborhood library branch including, but not limited to, supervising staff; performing community outreach and engagement efforts to increase the use of Library services and programs; and collaborating with other departments and staff. Must strive to meet the Library's mission, exemplify its core values, and exercise appropriate discretion and judgement.

### **JOB REQUIREMENTS:**

**Education:** Bachelor's Degree in urban studies, nonprofit management, education, business, organizational leadership, or a related field. Master's Degree preferred; ideal candidates will have a master's degree in Library and Information Science from an ALA accredited college or university.

**Experience:** Three years' supervisory experience required, preferably in a union environment. Three years' library lead worker experience can be considered in lieu of supervisory experience. Two years' experience working for an organization that provides community-based services required, preferably in a metropolitan setting.

**Technical Expertise:** Knowledge of library theory, standards and best practices. General principles and objectives of information technology systems and programs. Accomplish goals and tasks through others by delegation, follow-up and oversight. Ability to work as part of a team and work effectively with persons and communities from diverse cultural, social, and ethnic backgrounds. Experience working with all levels within an organization is required. Experience modifying and adapting existing programs, services, policies and processes to meet changing needs and expectations is required. Working with community leaders, public officials, and other community stakeholders is preferred. Experience managing budgets, resources and people is required. Experience in public library, public-sector, and a union environment is preferred. Proficiency in MS Office or similar software is required. Relevant business management systems such as general ledger, HRIS, CRM, etc., is preferred.

Certifications: Driver License: Required

**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:

Coordinate, schedule, supervise and assign work assignments to staff.  
Provide direct supervision of staff including orientation, training, discipline, and performance evaluations.

Comply with collective bargaining agreement(s).

Ensure staff provide exceptional customer service to Library patrons and visitors.

Plan and implement programming reflective of the community and its needs.

Develop collaborative relationships with schools, community groups and leaders, political and leadership representatives, etc.

Initiate community outreach, engagement and education efforts to increase the use of Library services and programs.

Plan and manage the day-to-day operations of a Library branch in conjunction with Public Services leadership, partner departments, etc. This includes, but is not limited to, staffing, ensuring basic safety and security measures are followed, maintaining a safe work environment, requesting routine and emergency maintenance requests, etc.

Manage and maintain a popular or other community-based collection in consultation with Collections staff.

Demonstrate fiscal accountability for branch resources and the ability to achieve outcomes within allocated resources. Demonstrate an understanding of financial data and reports.

Identify and implement policies, procedures and opportunities regarding program/service needs that affect both internal staff and Library services.

Assure effective and respectful relations with all Library personnel, patrons, and community representatives. Assist in the development, implementation and evaluation of branch services and programs.

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.

May have additional responsibilities related to recruitment, hiring, or training of various staff.

Perform other duties as assigned.

To Apply: email your resume and cover letter directly to [althea.johnson@cpl.org](mailto:althea.johnson@cpl.org)

Recruiter: Althea Johnson

Posting Open: Until Filled