

# Trails Regional Library

## Assistant Branch Manager

### Job Description

#### **SUMMARY**

The Assistant Branch Manager supports the Branch Manager with the operation and function of the branch. They help establish a positive environment for patrons and staff in terms of professionalism and customer service.

#### **HOURS OF WORK**

The Assistant Branch Manager is a full-time non-exempt position working 40 hours per week. Typically, five days a week, including evening and Saturday hours. Work schedule is subject to change according to the needs of the library system. This position may be asked to substitute at other branches in the system so some travel may be required.

#### **REQUIREMENTS**

##### **Education and Experience**

BA/BS + 1-year public library experience or high school diploma or equivalent + 3 years public library experience required. Supervisory and customer service experience preferred.

##### **Physical Requirements**

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential physical requirements of this position.

1. Lift and set up tables and chairs.
2. Operate computers, printers and copy machines.
3. Place items on shelves at ground level and up to 7 feet above ground level.
4. Tolerate dust and mold encountered by working with books and other library materials or in library buildings.
5. Communicate with patrons and staff in person and on the telephone in English.
6. Spend up to 4 hours without sitting.
7. Travel to meetings and mandatory training sessions.
8. Keep building and grounds free of snow, ice or debris when necessary.
9. Vision which permits the employee to produce and review a wide variety of library materials, written reports and related materials in both electronic and printed form.

##### **Additional Conditions of Employment**

1. Possess leadership and supervisory skills.
2. Work with employees and patrons of varying cultures, ages, and abilities.
3. Work at varying paces to respond to needs of patrons and staff members.
4. Work with staff to provide exemplary service to all patrons.
5. Discipline patrons or staff regarding infractions of library policies and procedures including behavior by patrons or staff such as viewing inappropriate images on computer or speaking using inappropriate language.
6. Well organized and able to effectively prioritize.
7. Regular attendance as scheduled and performing tasks as assigned are essential job functions.

8. Knowledge of Windows Operating System, spreadsheets, word-processing software, Internet browsers, and email programs.
9. Work without direct supervision.

## **ESSENTIAL DUTIES**

In addition to other duties as assigned, the Assistant Branch Manager has these specific responsibilities:

### **Management**

1. Train and supervise branch staff in daily routines.
2. Schedule employees to staff all hours that the branch is open.
3. Plan short-term operational goals for the branch.
4. Develop relationships and communicates with the local community to assist in the establishment of outreach programs to support the community and strategic plan.
5. Handle employee and patron concerns with tact and diplomacy, making reports and referrals as necessary to the Branch Manager.
6. Create publications and prepare reports using computer software.
7. Consult with Branch Manager regarding programming for children, teens and adults; supervise and assist in executing such programming.
8. Consult with Branch Manager regarding maintenance of the branch and equipment.
9. Consult with Branch Manager regarding collection development to meet patron needs and requests.
10. Maintain a thorough knowledge of library policies and procedures and ensure compliance by staff and patrons.
11. Attend in-service meetings, Branch meetings, and workshops as requested by the administrative supervisor.
12. Fills in as Branch Manager when Branch Manager is unavailable.

### **Customer Service**

1. Perform the basic routines of the library-e.g. checking in and checking out library materials, assisting patrons with the computers, requesting materials for patrons, registering borrowers, checking overdue notices, and shelving materials.
2. Collect fees and accurately report and turn in funds to the Branch Manager for library cards, lost or damaged materials.
3. Assist patrons by retrieving materials from shelves if patrons cannot get it themselves and help with basic use of Internet resources and more detailed assistance with online resources provided by the library including interlibrary loan and magazine databases.
4. Perform some light janitorial/building maintenance.
5. Perform general office activities including photocopying, filing, mailing, scanning, corresponding by telephone or in writing, etc.

## **COMPENSATION AND BENEFITS**

1. **Salary Track:** E
2. **Benefits:** This position will receive the following paid benefits as detailed in the library's Personnel Policies: holidays, Paid Time Off, insurance (health, short- and long-term disability), and retirement. The library offers optional dependent health

insurance, vision, dental, life insurance and AFLAC plans at the employee's cost.

Revised 5-2022