

Trails Regional Library

Branch Manager VI

Exempt Job Description

GENERAL DESCRIPTION

Branch Managers are middle management staff for the district and establish the environment for patrons and staff in terms of professionalism and customer service. The Branch Manager VI is responsible for modeling excellent customer service to all staff and patrons as well as implementing the policies and procedures of Trails Regional Library. The primary assignment is to manage the branch staff and facility and to plan and promote library services. Understands, accepts, and actively promotes the mission, values, and goals of Trails Regional Library.

HOURS OF WORK

The Branch Manager is a full-time, exempt position working a minimum of 40 hours per week which may include evening hours and Saturdays.

REQUIREMENTS

Education and Experience

- MLS from an ALA accredited school
- 3 years supervisory experience
- Preferred: 3 years of public library experience

Knowledge, Skills, and Abilities

- Knowledge of Intellectual Freedom principles and ability to keep up-to-date on library issues
- Possess strong leadership and supervisory skills
- Ability to work in collaboration with other managers and administration
- Ability to plan, schedule, and assign appropriate workloads to staff
- Good organizational skills and sound judgement
- Ability to modify workflows depending on daily demands, obligations, and tasks
- Demonstrated excellence in customer services
- Ability to adapt to changing deadlines, workflows, and tasks assigned while maintaining a polite, professional, and collaborative demeanor
- Advanced verbal, written, and discreet communication with management, coworkers, and the public in a clear, timely, and proactive manner
- Ability to provide clear expectations and direction, to manage competing priorities, to evaluate quality of work, and provide feedback and accountability
- Ability to develop and manage branch budget with help from administration
- Intermediate ability with spreadsheets, word-processing software, Internet browsers, and email programs
- Demonstrated ability to quickly learn other library applications software
- Ability to work professionally with difficult people
- Promote the branch by speaking to groups and participating in local community organizations
- Ability to work without direct supervision

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.

ESSENTIAL DUTIES

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

1. Assist with the interviewing process of new branch employees.
2. Train and supervise branch staff in daily routines.
3. Schedule employees to staff all hours the branch is open.
4. Provide performance evaluations and counseling with documentation as needed.
5. Handle employee concerns and employment issues along with the administrative supervisor with documentation as needed.
6. Handle patron concerns with tact and diplomacy, making reports and referrals as necessary to the administrative supervisor.
7. Prepare reports using computer software.
8. Consult with Administrative Staff regarding programming for children, teens and adults on the branch level; supervise and assist in executing such programming.
9. Consult with Administrative Staff regarding maintenance of the branch and equipment.
10. Consult with Administrative Staff regarding collection development to meet patron needs and requests.
11. Maintain a thorough knowledge of library policies and procedures and ensure compliance by staff and patrons.
12. Attend in-service meetings, Managers meetings, and workshops as requested by the administrative supervisor.
13. Prepare weekly deposits.
14. Able to fill-in for any position in the library as needed.

COMPENSATION AND BENEFITS

1. **Salary Track:** H
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.