Position title: **BRANCH MANAGER**   Grade Level: 9

General Statement of Duties:

The Branch Manager oversees and coordinates the public service operations of the branch including circulation and adult and youth services. In addition to training and supervising staff assigned to the branch, the manager provides leadership in promoting branch services, works with library management in developing collections and programming, and oversees maintenance of the facility.

Essential Duties:

Present and promote a professional and friendly atmosphere in the branch library. Encourage staff members to provide exceptional customer service.

Develop neighborhood contacts and participate in local civic activities and organizations to promote community use of the branch library and assure that branch services are responsive to community needs.

Participate in formulating goals, plans and procedures for the branch library.

Participate in selecting and training branch library staff; monitor job performance, provide ongoing coaching and feedback, and conduct performance reviews.

Schedule staff to ensure sufficient personnel coverage during all open hours.

Provide reference, readers' advisory and technology assistance to a variety of patrons in person, by telephone or online.

As needed, assist with circulation processes such as checking out, renewing and/or shelving materials.

Coordinate the presentation of library-sponsored programs for a variety of age groups.

Coordinate with relevant CCPL department managers and/or selectors to acquire appropriate materials for the branch.

Participate in developing the annual budget for the branch library including needs for additional materials, equipment, furniture etc.; oversee and monitor authorized expenditures.

Collect, analyze and report data related to branch services.

Effectively interpret and communicate library policies and procedures to staff and patrons.

Troubleshoot and resolve customer service issues referred by branch staff, consulting with CCPL administration and/or management team members as appropriate.

Monitor maintenance of the building, grounds and parking areas and report any needed repairs to the Facilities Supervisor and/or Director.

Maintain an inventory of office and other supplies.

Participate in CCPL committees, projects and relevant library-wide events.

Minimum Qualifications:

 ALA-accredited MLS/MLIS

Must acquire and maintain librarian certification as required by Indiana law

At least three years of customer service experience in a library or related setting

At least one year of professional leadership and successful supervisory experience

Excellent interpersonal skills and customer service attitude

Ability to establish and maintain effective working relationships with patrons, Board members, staff, volunteers, and community organizations

Competent in using word processing and spreadsheet software

Proficient in conducting basic Internet searches and navigating websites

Familiar with social media platforms including Facebook, Twitter, Pinterest, and Instagram

Ability to provide instruction in the use of library resources such as Integrated Library System (ILS) and the online catalog, electronic databases, downloadable materials, and mobile devices

Ability to read, analyze and interpret complex documents

Ability to present ideas clearly and concisely in English both orally and in writing

Ability to be flexible and embrace change

Ability to be self-directed and work with minimum supervision

Physical Demands

Good eyesight, hearing, and manual dexterity

Ability to bend, kneel, stoop, and reach to retrieve and/or shelve materials

Ability to lift and carry library materials and manipulate loaded book carts

Ability to accurately read numbers and letters both in print and on screen

Ability to work a varied schedule including day, evening and weekend hours

Ability to travel back and forth to the main library and other sites for meetings, presentations, etc.