St. Joseph County Public Library

Job Description

Position Title: Education and Programming Manager
Level/Status: 12/Exempt
Beginning Salary: $1,826.40 - $2,284.00
Pay Range: $1,826.40 - $2,740.80
Agency: Education and Programming
Location: Main Library, 304 S. Main Street, South Bend, IN 46601

Education and Experience:
- Bachelor’s Degree from a four-year college or university in a related field.
- Three years experience in museums, library, arts, or educational fields, providing high impact programs, events or educational experiences for the community.

Hours:
- Normal workweek is 40 hours.
- Required to work program and events after hours and on weekends

Requirements:
- High level of initiative and attention to detail.
- Excellent verbal and written communication skills, as well as strong organizational skills.
- Strong management skills and the ability to supervise, coach, mentor and empower staff.
- Public service orientation and commitment to excellent and genuine customer service.
- Demonstration of character and integrity in all situations while upholding SJCPL’s ethical standards.

Ability to:
- Plan, prioritize and delegate. Make decisions and work independently and interdependently.
- Accept and manage change. Maintain composure and overcome stress in any situation.
- Identify efficiencies and implement improvements in workflow.
- Understand, endorse, and communicate the St. Joseph County Public Library’s policies and procedures in a courteous, friendly, and positive manner.
- Be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Problem solve in a professional manner with Library patrons, co-workers, and Leadership.
- Maintain patron and staff confidentiality.
- Take charge in emergency situations.
- Keep up with current trends in programming and assess community needs.
- Provide support and training to library staff about programming standards and techniques.

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Essential Job Duties

The Education and Programming Manager creates engaging programming, events, and educational opportunities to enrich the lives of community members. Under the direct supervision of the Chief Engagement Officer and with an unwavering commitment to diversity, equity, and inclusion, the Education and Programming Manager will:

1. Oversee the Education and Programming Department. Monitor expenditures and budgets. Write, organize and maintain the effectiveness of processes and procedures. Develop and execute programming plans. Prioritize and direct departmental work. Track relevant metrics and data and prepare regular reports for Senior Leadership.
2. Manage departmental staff. Hire, train, schedule, enforce library policies, resolve difficulties, recommend changes to employment status, establish performance standards and evaluate employee performance of department staff and volunteers.
3. Develop, plan, and implement signature events and programs, such as author talks, Science Alive, and Explore-A-Story at the Main Library and the Community Learning Center.
4. Manage system wide programming efforts, including One Book, and Summer Reading Challenge, in support of the library’s strategic plan and initiatives. Identify key target audiences for programming with special emphasis on diversity and inclusion.
5. Foster relationships in the community by collaborating with local organizations for programming and maintaining connections with partners.
6. Develop a method to continuously assess program strengths and identify areas of improvement. Evaluate program outcomes and progress towards goals.
7. Coordinate special engagement projects, including the smART box and Main Library exhibit spaces. Develop an exhibit calendar, coordinate artists and vendors, and ensure high quality implementation.
8. Participate in special Library initiatives and teams. Provide training as needed on a variety of department related topics and lead interdepartmental committees.
9. Keep staff and stakeholders informed about departmental initiatives and projects.

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