

St. Joseph County Public Library

Position Title:	City Branch Assistant Manager - All Ages
Level/Status:	8/Non-Exempt
Beginning Salary:	\$16.13 - \$18.97 hourly
Salary Range:	\$16.13 - \$21.81 hourly
Agency:	Various
Location:	Various locations

Education and Experience:

- Bachelor's degree from an accredited four year college or university.
- Previous experience working with the public and/or experience in public libraries preferred.
- A valid State of Indiana Librarian Certification, Level 5 obtained within three years of hire as a condition of employment.

Hours:

- Full time, 40 hour workweek
- Evening and weekend work as required.
- Flexible availability for emergency situations.

Requirements:

- Spanish language skills preferred.
- Excellent verbal and written communication skills, as well as strong organizational skills.
- Public service orientation and commitment to excellent and genuine customer service.
- Demonstration of character and integrity in all situations while upholding SJCP's ethical standards.
- Experience working with and proficiency with computers, including Internet, Microsoft Office, Google Suite, and Windows and Mac OS and communication technologies.
- Knowledge of library materials and services appropriate for a variety of patrons.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.

Ability to:

- Supervise, coach, mentor and empower staff.
- 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.
- Display high standards of ethical conduct, honesty, and integrity. Lead by example.
- 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.
- Form and maintain excellent working relationships with library staff at all levels, patrons and community organizations. Network and partner with appropriate community organizations.
- Manage confidential information appropriately.
- Work patiently and creatively with all patrons.
- Model excellent customer service.
- Teach and instruct others on a variety of topics.
- Become proficient with current library technology.
- Take charge in emergency situations.

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The City Branch Assistant Manager helps patrons use the library, connecting community members with reading, library materials, digital access, and special experiences. Under the direct supervision of the City Branch Manager, and with an unwavering commitment to Diversity, Equity, and Inclusion, the City Branch Assistant Manager will:

Essential Job Duties:

1. Provide hands-on customer service. Assist patrons with library accounts.
2. Help patrons one-on-one with a variety of in-depth projects and topics such as completing governmental forms, school projects, job applications, etc. Provide readers' advisory, and reference services to patrons.
3. Connect patrons digitally by helping them use a variety of devices and technologies.
4. Perform daily departmental procedures including cash register operations. Use a variety of library technologies and softwares. Troubleshoot computers, copiers, and equipment as needed.
5. Plan and implement activities and experiences for all ages. Actively participate in community initiatives and outreach. Provide training as needed on a variety of topics.
6. Participate in merchandising and maintaining branch appearance including managing displays and performing shelving responsibilities.
7. Demonstrate deep knowledge of books, other popular materials and library services. Assist with collection development for departmental materials. Keep abreast of cultural, library, and publishing trends.
8. Responsible for direct supervision of branch staff, levels 5 and below. Supervise department in the absence of the manager. Make daily changes to the departmental schedule as needed.
9. Perform other related duties as assigned.