

JOSEPHINE COMMUNITY LIBRARY DISTRICT

POSITION TITLE: Branch Manager

SUPERVISOR: Public Services Director

SUMMARY OF POSITION:

The Branch Manager plans, organizes, and directs the operation of a rural library branch (Illinois Valley, Williams, or Wolf Creek) and related library outreach efforts to provide a comprehensive program of library services. The Branch Manager coordinates with the Public Services Director on policies and procedures, oversees services and programs, ensures excellent customer service, and participates in branch library public relations activities and events in their community. Working with the Library Director, Public Services Director, and designated staff, the Branch Manager helps maintain a team-oriented culture that attracts, inspires, retains, and motivates quality volunteers and secures the trust and confidence of the Library Director and the Board of Directors.

ESSENTIAL FUNCTIONS

- Supervise and prioritize the daily operations of the branch library in accordance with established policies and procedures.
- Provide Reference Desk services by assisting patrons with both in-library and digital resources, with an emphasis on database instruction.
- Recruit, train, supervise, and retain library volunteers.
- Consistently promote library services and programs to patrons and the local community.
- Act as liaison for the local Friends of the Library.
- Plan and implement programs for all ages focusing on community needs, digital inclusion, and computer skills workshops.
- Respond to and resolve difficult inquiries and complaints from library patrons and any emergencies impacting branch operations.
- Attend library meetings and professional development training opportunities.
- Prepare required financial, statistical and management reports.
- Prepare the annual branch budget.

NON-ESSENTIAL FUNCTIONS

- Other duties and tasks as required.

SCOPE OF AUTHORITY

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. The incumbent works independently and contributes to the development of new procedures and policies. Decisions are made within a broad interpretation of applicable laws and governmental guidelines. Position has full departmental budget responsibility under the direction of the Library Director and Public Services Director and makes recommendations regarding capital expenditures. Errors could result in delay or loss of department services, poor public relations, loss of volunteers, and monetary loss.

SUPERVISORY RESPONSIBILITY

Position oversees volunteers.

CONTACTS/COMMUNICATION

Contacts are generally made with others both within and outside the organization. Communication takes place electronically, via the telephone, and face to face and may be on a one-to-one basis or to groups. Contacts are seldom about confidential or sensitive matters.

QUALIFICATIONS

The ideal candidate for this job has management experience, is highly motivated, well-organized, an energetic self-starter who can work efficiently with attention to detail and with minimal supervision. Library experience is preferred. Key qualifications are:

- Bachelor's degree in a related field with two years of professional experience in management; OR associate's degree and five years of professional experience in management; OR any combination of education, training, and experience that demonstrates ability to perform the duties and responsibilities as described.
- Strong interpersonal skills and ability to work with a variety of personalities.
- Ability to work effectively and diplomatically under pressure.
- A positive, results-oriented, problem-solving attitude.
- Excellent verbal, written, and keyboarding skills, and effective time-management skills.
- Must be a team player, willing to respond quickly and flexibly to changing events and work assignments in a dynamic and challenging work environment.
- Proficiency with Microsoft Windows, Microsoft Office (Word, Excel, Outlook), Internet essentials and database research.
- Must take initiative and have the willingness to juggle and prioritize a variety of important tasks.

PHYSICAL DEMAND:

- Ability to perform physical tasks including frequent standing, bending, stooping, and lifting up to 25 pounds.
- Ability to use a computer, including keyboarding.

WORKING CONDITIONS: Work takes place in a climate-controlled library generally during daytime hours with some evening and weekend work.

ATTENDANCE: Regular and consistent attendance is required, with reporting of weekly schedule to the Public Services Director. The nature of the position requires the incumbent to work a flexible work schedule.

FLSA STATUS: Non-exempt status.

BACKGROUND CHECK and DRUG SCREENING: Any job offer tendered is contingent upon satisfactory completion of a background check including driving record and a drug screening.