

## St. Joseph County Public Library

**Position Title:** City Branch Assistant Manager  
**Level/Status:** 8/Non-Exempt  
**Beginning Salary:** \$16.13 - \$18.97, Hourly  
**Salary Range:** \$16.13 - \$21.81, Hourly  
**Location:** Various City Branch Locations

### Education and Experience:

- Bachelor's degree from an accredited four year college or university.
- Experience working with computers.
- Previous experience working with the public and/or experience in public libraries preferred.

### Hours:

- Work up to two evenings and variable Saturdays. Supervisor arranges work schedule.
- Required to adapt to a flexible schedule as arranged by their manager to meet scheduling needs.
- Work occasional Sundays as needed.

### Requirements:

- Strong public service orientation and commitment to excellent and genuine customer service.
- Excellent verbal and written communication skills, as well as strong organizational skills.
- Knowledge and experience with current library technology. Experience working with computers, including Internet, Microsoft Office, Google Suite, and Windows and Mac OS.
- Resolve problems with Library patrons, co-workers, and supervisors in a professional manner.
- Physical agility and strength to bend, reach, lift, and move library materials (20-25 lbs.) and to stand for long periods of time.
- Willingness to work at or transfer to other service areas or branches.
- Maintain patron and staff confidentiality.
- Accept and manage change.
- A valid State of Indiana Librarian Certification, Level 5 as a condition of employment.

### Ability to:

- Model excellent customer service, relating both to patrons and to Library staff.
- Be a team builder as well as a team player.
- Learn and teach new technology formats, the library's automated system, and self-service technology to patrons and co-workers.
- Work with minimum supervision and reach and maintain a high level of productivity.
- Maintain composure and overcome stress in any situation.
- Exercise initiative, be enthusiastic, creative, flexible, energetic, value diversity, and possess a sense of humor.
- Interpret and communicate Library services, philosophy, policies, and procedures to patrons in a courteous, friendly, and positive manner using one's best judgment.

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### Essential Job Duties

Perform duties to provide library services and manage staffing at the Library Branch. Working under the direct supervision of the City Branch Manager, the person in this position will:

1. Provide hands-on customer service. Assist patrons with library accounts, the use of the Library's public computers, equipment, and Library supported software. Perform cash register operations and daily departmental procedures. Troubleshoot computers, copiers, and equipment as needed.
2. Provide reader's advisory, reference, and directional services to patrons. Provide instruction in the use of print and electronic materials to customers and co-workers.
3. In collaboration with the Community Engagement department and community partners, establish and perform outreach activities for all ages.
4. Collaboratively plan and implement experiences and programs for all ages - with specific focus on programming for children. Plan and participate in a variety of departmental initiatives and projects.
5. Assist with collection development for departmental materials under the direction of the Collection Development department.
6. Keep abreast of library, publishing, and popular culture trends.
7. Actively participate in training and in-service opportunities.
8. Responsible for direct supervision of branch Materials Handler staff. Supervise department in the absence of the manager. Act as the Librarian-in-Charge in the absence of Library management. Make daily changes to the departmental schedule as needed.
9. Perform other related duties as assigned.