

## **Assistant Branch Manager**

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships, and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience in the 21st Century with services designed for and by a diverse and dynamic city and region. With seven locations throughout the city, HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment, and cultural development for tens of thousands of children, youth, and adults every year. [www.hplct.org](http://www.hplct.org).

The Assistant Branch Manager performs a broad range of tasks in assisting with the Branch Manager in daily operations of the location. In the absence of the branch manager, this person will be responsible for overseeing the day-to-day operations, ensuring the delivery of exceptional customer service, high productivity, and maintaining high staff morale at a busy community library. Duties include assisting with staff schedules, supervising support staff, assisting with programming and collection development. This position includes evening hours and weekend shifts in rotation.

### **Customer Service**

- Respond to patrons' complaints, compliments or grievances regarding library services.
- Engages customers, with a focus on listening to and supporting their needs, anticipating and delivering high quality services, ensuring their satisfaction and connecting them to the collection and library services.

### **Branch Operations**

- Assist with the development, implementation and adjustment of schedules.
- Identify, document, communicate and refer issues of concern to Branch Manager/Coordinator of Branch Services and make recommendation to required.
- Track, maintain and report on any range of information or statistics as required.
- Assist with management of room reservations internally and externally and program calendars; promote programs internally and to customers.
- Oversee scheduling of Municipal ID and notary appointments.

### **Collections and Programming**

- Assist in maintaining and communicating knowledge of the Library's collection. Policies and procedures, programs, events and activities, use of reference materials, including internet and other computer resources, and changes in the Library System.

- Provide readers' advisory services to patrons to recommend materials suitable to their interests.
- Create flyers for branch programs and events; ensure signage and flyers are up-to-date and relevant.
- Provide programming and support and AV support for outside organizations who use program rooms.

### **Supervision and Leadership**

- Assign, explain and review work, monitor work quality and assist to resolve operating problems.
- Explain, implement and enforce Library rules and regulations, interpret and clarify policy, maintain discipline, assist in handling employee concerns and maintain harmonious employee relations.
- Assist in training new and experienced staff in the utilization of research tools and techniques, circulation functions and policies and other departmental or branch responsibilities.
- Oversee work of volunteers.
- Assume Manager in Charge duties as needed.

### **Education and Experience/Qualifications**

#### **Required**

- Bachelor's Degree and at least one year of public library experience.
- OR; High School Diploma with at least 3 years' experience working in a library and documented track record of excellent customer service.
- AND; At least 1-year experience managing projects and/or staff.

#### **Preferred**

- Strong working knowledge of Microsoft Office and Google applications and other current technology applications.
- Experience managing people and schedules.
- Ability to prioritize.
- Strong attention to detail.
- Experience teaching/coaching/instructing.
- Experience providing technical support on computers, tables and smart phones.
- Bilingual/Spanish speaking.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Assistant Branch Manager** in the subject line of your email.

**Salary Range: \$45,000 - \$54,000/yr DOE**

**Hartford Public Library is an Equal Opportunity Employer.**