



## **Assistant Branch Manager (Park Branch) Full Time**

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

### **RESPONSIBILITIES INCLUDE:**

#### **Customer/Public Service**

- Responds to patrons' complaints, compliments or concerns regarding library service. Explain policies and procedures and determine most effective response to deal with patron requirements, documenting and referring more significant issues to Branch Manager/Coordinator of Branch 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.
- Identifies, documents, communicates and refers issues of concern to Branch Manager/Coordinator of Branch Services and makes recommendations as to action required.
- Tracks, maintains and reports on any range of information or statistics as required.
- Assists with management of room reservations internally and externally and program calendars; promote programs internally and to customers.
- Oversees scheduling of Municipal ID and notary appointments.

#### **Supervision and Leadership**

- Assigns, explains and reviews work, monitor work quality, and resolve operating problems.
- Explains, implements and enforces Library rules and regulations, interpret and clarify policy, maintain discipline, handle employee concerns and maintain harmonious employee relations.
- Trains new experienced staff in the utilization of research tools and techniques, circulation functions and policies and any other departmental or branch responsibilities.
- Directs supervision of library support staff including library assistants.
- Assumes Manager in Charge duties as needed.

**Collection and Programming**

- Assists 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. Maintain familiarity with new materials acquired into the branch.
- Provides reader's advisory services to patrons to recommend materials suitable to their interests.
- Creates flyers for branch programs and events; ensure signage and flyers are up-to-date and relevant.
- Provides programming support and AV support for outside organizations who use program room.
- *Other duties as assigned.*

**EDUCATION AND EXPERIENCE/QUALIFICATIONS:**

- Bachelor's And / Or Additional Education Requirements

**REQUIRED**

- At least one year of public library experience. Candidate with Bachelor's degrees in progress will be considered.
- At least one-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, tablets, and smart phones
- Bilingual/Spanish speaking

**PHYSICAL DEMANDS / WORK ENVIRONMENT:**

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to keep composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods of time.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

**What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life. We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning
- Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

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

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

**Hiring Range: \$ 52,158.60**

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