

## **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 library currently seeks an **Assistant Branch Manager**. Responsibilities include:

### **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 serves, ensuring their satisfaction and connecting them to the collection and library services

### **Branch Operations**

- Assist with the development, implementation and adjustment of schedules
- Maintain excellent customer service, and foster a positive staff morale
- Identify, document, communicate and refer issues of concern to Branch Manager & Coordinator of Branch Services and make recommendation as 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
- Assist Branch Manager with collection development and programming
- Create flyers for branch programs and events; ensure signage and flyers are up-to-date and relevant
- Provide programming support and AV support for outside organizations who use the branch/program rooms

### **Supervision and Leadership**

- In conjunction with the Branch Manager, assign, explain and review work of support staff, 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 circulation functions and policies and other departmental or branch responsibilities
- Assume Manager in Charge duties as needed. Oversee work of volunteers.

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

#### **Required**

- Bachelor degree
- A minimum of 3 years of experience working in a library setting with a documented track record of excellent customer service and performance
- A minimum of 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, tablets and smart phones
- Bilingual/Spanish speaking

***Note: This is a full-time position. Schedule includes evenings and weekends.***

**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. Resumes will only be accepted by email.

*Newly hired employees of the Hartford Public Library must present proof of receipt of a COVID-19 vaccination and may not begin employment at the Library until proof of vaccination (two doses of either the Pfizer or Moderna vaccines or one dose of the Johnson & Johnson vaccine). Booster vaccinations may be required in the future. The Library may consider exemptions for prospective employees who cannot become vaccinated due to a qualifying medical condition or a sincerely held religious belief. Candidates who receive a conditional offer of employment and who seek a medical or religious exemption to the Library's vaccination policy will be provided with additional instructions at the time of the conditional offer. Testing requirements and/or additional PPE requirements may apply to unvaccinated employees.*

**Salary: \$48,437.22 - \$51,373.14 DOE**

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