

## **Customer Experience Manager: Hartford Public Library**

Hartford Public Library is going through transformation. If you enjoy a rewarding work environment where your hard work can truly make a difference, come join us! We are looking for an experienced innovative leader who will be responsible for managing the operations and activities of the Downtown Library's customer service operations.

### **Responsibilities:**

The successful candidate will have a vision and understanding of library services with an eye to the future and the contemporary needs of the public. Results oriented, committed to collaboration and having fun. Excellent communicator and have a proven ability to implement and lead change. Ensures and facilitates the delivery of high-quality, customer focused services.

### **Qualifications:**

Masters degree in library science from an ALA-accredited program required. Five (5) years management and three (3) years supervisory experience in public library services, including demonstrated ability to implement strategic library objectives with measurable outcomes, effectively supervise and motivate staff, and develop and maintain positive relationships with community.

Direct experience as a customer service leader.

Job description and application are available from the Administrative Offices, Hartford Public Library, 500 Main Street, Hartford, CT 06103 and on our website; [www.hplct.org](http://www.hplct.org)