

Hartford Public Library

Customer Experience Manager (CEM) P-IV Exempt, Non-Bargaining Unit

Reporting to the Public Services Director, the CEM is responsible for effectively managing the operations and activities of the Downtown Library's customer service operations. This includes management and oversight of the public service staff, playing a key role in the administration and delivery of customer-focused library services; participation in system-wide strategic initiatives; actively engaging the community and ensuring service aligns with residents' needs. The incumbent will address and resolve issues related to assessing how the public services work together with other library departments to deliver a seamless consistent customer experience at every touch point. In addition, the CEM will engage other public services leaders at the Downtown Library and throughout the branch network to build and maintain a customer-centric culture at Hartford Public Library

DUTIES AND RESPONSIBILITIES

PUBLIC SERVICE

- Plans, coordinates, and manages operations of the Downtown Library's Customer Service Desk and manages staff.
- Plays a key role in the development, administration, and delivery of customer-focused library services; works collaboratively with and under the direction of the Public Services Director to successfully attain the library's goals and objectives
- Responds to and resolves customer inquiries and complaints.
- Provides direct public service at the central Customer Service Desk, including policy explanation, complaint resolution, problem solving, patron registration, fine collection and the circulation of materials.

STAFF DEVELOPMENT

- Responsible for the organization, supervision and effectiveness of circulation.
- Promotes an environment that encourages input from all staff, sets high standards and encourages all library staff members to provide exceptional customer service.
- Supervises, trains and evaluates assigned personnel, maintains accurate work records; ensures staff compliance with Library and departmental policies, procedures, and service standards.
- Enforces established policies, rules and regulations, standards of conduct and work attendance. Responsible for scheduling to ensure adequate staffing on public desks.
- Maintains open communication with all staff.
- Positively reflects Hartford Public Library's mission, vision, and values to staff and the public.

COLLECTION DEVELOPMENT

- Participates in the evaluation, revision, and procedural review analysis of the collection development policy. Develops documentation and provides appropriate training as needed.
- Collaborates with ILS coordinator and information technology personnel to ensure an outstanding customer experience.
- Evaluates the collection using information from users, potential users, and standard weeding and evaluation tools.

ADMINISTRATIVE

- Under the general supervision of the Public Services Director, coordinates and participates in the development and implementation of initiatives, goals and priorities, plans and procedures for the central library.
- Analyzes customer service requirements and recommends changes to improve operational efficiency and/or better serve the needs of the customer.
- Establishes work priorities and delegation of duties.
- Prepares statistical reports as requested monthly and annually.
- Performs professional and administrative duties in planning, implementing and evaluating customer-focused library service.
- Monitors maintenance of the building and assumes responsibility for reporting on general condition of the building and repairs needed to the Library's Facilities Manager.
- Monitors maintenance of library furnishings and equipment.
- Prepares daily, monthly, and annual reports as required.
- Participates in the overall administration of Hartford Public Library through committee or taskforce assignments.
- Maintains an inventory of supplies and prepares a supply request at regular intervals.

PROFESSIONAL

- Maintains a working knowledge of customer experience management techniques and innovations related to providing a 21st century customer experience at the library.
- Maintains current knowledge in library principles and practices, reference principals and practices and in human resources management.
- Maintains current knowledge of public library operations, programs and services.
- Maintains knowledge of current trends and developments in the field of public library services, customer service, technology, information services, adult services and youth services.
- Reads professional journals regularly.
- Maintains membership in professional organizations such as CLA and NELA and actively participates as work and personal time allow
- Serves on professional and community committees/boards where appropriate

POSITION 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.

NECESSARY KNOWLEDGE, SKILLS and ABILITIES:

- Demonstrated skills in creating customer service experiences to increase, delight, and retain customers.
- Working knowledge of staff management. Strong commitment to working within a team management structure.
- Considerable knowledge of library technology and electronic resources.
- Customer-focused; an excellent communicator and supervisor
- Proven ability to lead and implement change; support and develop staff and participate in a system that believes in continual improvement.
- Strong communication and public relations skills.
- Familiarity with selection and classification of library collections.
- Thorough knowledge of the principles and practices of modern library systems and programs.
- Strong computer skills with expertise in word-processing, spreadsheet and database programs.
- Valid Connecticut driver's license or ability to obtain upon employment.

OTHER SKILLS, ABILITIES, AND KNOWLEDGE

- Multi-task oriented
- Flexible in work habits
- Excellent organizational skills
- Energetic, motivated, and creative professional with strong service orientation
- Results-oriented, committed to collaboration and having fund and belief that the library must be the community's first choice for the discovery and exchange of information and ideas.
- Ability to work well as a team leader and team member as well as ability to work independently
- Possess a broad knowledge in general subject areas and knowledge of authors, books, readers' interest, and reading levels
- Ability to deal tactfully and courteously with all ages of people in a public service context and with professional colleagues
- Ability to attend meetings and conferences as required by the Library or as dictated by professional commitment
- Ability to read and comprehend documents, technical journals, library policies and procedures

- Ability to design, develop, and proofread written and visual materials
- Ability to work nights and weekends
- Language Skills
 - Ability to express ideas clearly and concisely, both orally and in writing.
 - Ability to effectively present information to other employees of the organization and the public
- Mathematical Skills
 - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals
- Reasoning Ability
 - Ability to apply common sense understanding to carry out written and oral instructions.

PHYSICAL DEMANDS

- Ability to work a varied schedule, including occasional evenings and weekends, to attend meetings and events.
- May need to lift boxes, crates or pieces of equipment weighing up to 50 pounds