



OZARK REGIONAL LIBRARY

POSITION TITLE: Madison County Branch Manager
Part-Time, NON-EXEMPT (with full-time exempt potential)

SUMMARY OF POSITION

In consultation with administration, the Branch Manager directs and supervises the daily operations of an assigned library branch including circulation, reader's advisory, reference services and programming. Above all, the Branch Manager works to provide excellent and friendly customer service, and to initiate, support, and promote branch programming and outreach for both children and adults. Branch Managers ensure that branch staff adheres to ORL policies and practices. They also work with the library administration on collection management and purchase requests. They are under the immediate supervision of the Library Services Coordinator and Head of Programming.

BASIC QUALIFICATIONS

- Associate's degree or Bachelor's degree from an accredited college or university preferred
- One year's experience in a position that requires minimum supervision. Six months' public library experience preferred
- Basic competence with instructional and internet technologies
- Willingness to learn new skills
- Maintenance of a valid Missouri Driver's license

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

- Up-to-date knowledge of the automated circulation system and library policies
- Knowledge of library services, technology, and equipment
- Ability to effectively lead, direct, and supervise staff and volunteers
- Ability to interact courteously and effectively with administration, staff, patrons, and volunteers
- Good judgement, flexibility, creativity, and sensitivity in response to changing situations
- Competency to develop clear and appropriate objectives, plans, and procedures
- Competency to use information to evaluate alternatives and select the most appropriate decision
- Organizational skills, accuracy, attention to detail, and consistency
- Ability to use media, public speaking, and other social media as a means to promote and share information about the library

- Ability to demonstrate initiative, to solve problems, and follow through on library tasks with minimal supervision
- Ability to maintain confidentiality
- Skills in effective verbal and written communications and the ability to represent the library and promote programming at special events (outreach)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supports and contributes to the overall library mission and demonstrates good judgement in the implementation of library policies
- Oversees and directs overall operations assigned to branch
- Oversees and schedules branch staff
- Performs all work in a courteous and cheerful manner
- Communicates effectively with co-workers, supervisors, branch staff, and patrons
- Communicates to administration internal and external maintenance needs of the building and the grounds
- Completes, files, and submits to headquarters program submittals, applications, employee documentation, and incident reports
- Maintains the good order of the library as needed
- Resolves customer service issues in a timely and consistent manner in consultation with administration
- Packs, unpacks, and puts away deliveries, empties the book drop, and registers patrons when needed
- Provides reference and reader's advisory guidance to patrons and staff
- Assists patrons who need help using the online catalog or finding items on the shelves
- Places holds for patrons in person or over the phone, and promptly notifies patrons that hold items are available
- Assists patrons with downloading library e-materials
- Trains, supervises, and schedules volunteers working in the library
- Submits damaged library materials so that appropriate charges may be assessed/repairs made
- With the direction of the Head of Programming, initiates, supports, and promotes branch programming and outreach for both children and adults
- Creatively considers ways to enhance 'lifelong learning' opportunities for the community
- Assists in introducing patrons to new technologies
- Creates displays to enhance the library experience and to promote use of library resources
- Submits updates for branch library services or events for the library's website/social media
- With the help of their supervisors, creates promotional materials
- Attends staff meetings at headquarters or via Zoom
- Prepares and submits weekly/monthly reports (e.g., cash reports, programming, statistics, time sheets, time-off requests, etc.) to the appropriate office in a timely fashion
- Performs other duties as assigned

SUPERVISION RECEIVED

Works under the direct supervision of the Library Services Coordinator and Head of Programming, and under the general supervision of the Library Director

PUBLIC CONTACTS

Continuous contacts with library personnel and the general public

PHYSICAL REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those an employee encounters and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires frequent sitting, walking, bending, reaching, handling, grasping, talking, hearing, and repetitive motions of hands/wrists. Specific vision abilities required to do this job include close vision and the ability to adjust focus.

Typical Needs

- Ability to hear and speak with patrons, staff, and telephone callers
- Ability to sit for extended periods
- Ability to use keyboard and to view computer monitor for extended periods
- Ability to move and check in library materials using an automated circulation system
- Ability to travel to branch libraries
- Ability to lift and carry at least 30 pounds
- Ability to push and pull 100 pound carts

Performing the duties of this job requires the use of equipment including but not limited to: computer, telephone, copy and fax machines, microfilm/fiche reader/printer and general small office tools.

WORK SCHEDULE

Hours of work are dependent on the needs of the library and may include Saturdays and some evenings. Part-time is expected to work 15 to 20 hours per week.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

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