Assistant Manager of a Department/Branch - Salt Lake City Public Library

Type:

Full Time

Salary/Pay Rate:

$30.10 or $62,608.00

Posted Date:

06/06/2024 3:49 PM

Location

Salt Lake City

Closes: Open until filled, preference will be given to candidates that apply by July 1, 2024

FLSA Status: Full-time/Exempt

Reports to: Branch/Department Manager

Note: Hiring is subject to the budgetary approval process.

About the Library

The City Library builds foundations for equity, connection and limitless possibility. We are active in our community and collaborate to address needs and realize aspirations. We connect people to information, resources, experiences, and each other. Our work sustains a vibrant Salt Lake City. Guided by a deep understanding of the aspirations, needs, and motivations of our customers, The City Library takes a human-centered approach to designing and delivering meaningful services, collections, resources, spaces, programs and events to all members of the community.

Library staff are highly engaged, purpose-driven, people-centered, and express a high level of satisfaction with their work. The City Library is an Equal Opportunity Employer and is committed to a diverse workforce.

Click here to learn more about what makes The City Library a great place to work and why Salt Lake City is a great place to call home.

About the Position

The Assistant Manager provides functional leadership in the department and supports the Manager in the day to day operations of the location, with a focus on employee experience, customer experience, and administrative tasks. Provides leadership to department staff and volunteers.

Primary Responsibilities

Leadership and supervision. Takes a leadership role in supervising and managing staff. Creates department schedules and backfills daily vacancies, supervises staff and/or volunteer programs at the location. Performs timesheet approval. Will be Librarian-in-Charge as scheduled. Take responsibilities of Acting Manager in manager’s absence.

High quality customer service. Works with staff to ensure the Library is providing high quality customer service to library patrons. This could include responding to patron inquiries, providing reference and instruction, and interpreting Library rules, policies and procedures to the public. Interacts with patrons in person, by telephone and electronically. May be called upon to handle difficult patron interactions or solve customer service problems requiring the intervention of a supervisor. Assists patrons with the use of computers and technology. Excels in serving a socio-economic diverse population.

Working relationships. Fosters good working relationships with diverse people including staff, patrons, volunteers, vendors and community partners. Accepts and completes assignments from the manager or other Library staff in a professional and timely manner.

De-escalation and conflict resolution. Uses strategies, such as purposeful actions, verbal communications, and body language, to calm potentially volatile situations. Prioritizes staff and patron safety in every situation. Identifies, understands and addresses conflict in a positive and constructive way.

Training. Shares the responsibility for training department staff on all aspects of service, outreach, and policy and procedures. Trains and mentors staff to provide quality customer service. May be asked to do system-wide training.

Change Management. Effectively leads change, helping staff to develop agility and resilience, connect with a vision, and work collaboratively in a continually changing environment.

Project Management. May perform a leadership role in the creation and execution of substantial library projects while working with Library teams. Assist manager in evaluating, reimagining, and implementing service models. Maintains inventory, makes suggestions for additional materials for the collection, and determines items for removal and replacement. Analyzes statistics and performance measures for management review.

Committees and workgroups. Takes on a leadership role when participating in committees or workgroups on activities outlined in the strategic goals. Collaborates with Service Coordinators, committee members, managers and staff to ensure community and department/branch needs are being met through committee work.

Programming and outreach. Under the supervision of the designated program or service coordinator, creates and delivers high quality library programs and outreach services to community members. May require knowledge of specialized areas of the department or branch collection, services or programs.

Employee engagement. Assists the manager to build a high performing staff team that supports the library experience and the organizational goals. Encourages creativity and healthy discussions among staff to arrive at creative approaches and solutions. Makes hiring decisions. Matches staff talents and skills with projects and allocates resources. monitors performance, sets goals, evaluates, and motivates team members. Coaches, counsels, and disciplines staff members not meeting expectations or requirements.

Decision Making. Makes well-informed, sound decisions, balancing organizational and branch goals and priorities. Collects, monitors, and analyzes relevant quantitative and qualitative data to make informed decisions. Assesses alternatives from multiple viewpoints and perspectives. Effectively implements decisions and evaluates results.

Teamwork. Fosters positive teamwork among staff. Shares perspectives with the team and contributes to the dialog in reviewing initiatives, policy changes, and library operations. Supports the efforts of Services Coordinators and other Library teams.

Facility/Location Management. Assist the manager to assure that the library facility and equipment are in good working condition. Identifies and recommends potential location improvements. Resolves or reports maintenance problems. In absence of the manager, oversees opening and closing duties including securing the building or location.

Budget. Assists manager in preparation and management of annual budget. Makes recommendations for the annual budget for the assigned location. Monitors and approves expenditures, ensuring the responsible and equitable use of public funds.

Other duties. Performs other duties as assigned or required.

Minimum Qualifications:

Completion of a Master’s Degree in Library and Information Science and previous library experience and 1 year of supervisory experience; an equivalent combination of education and experience which demonstrates general liberal arts background and knowledge will be considered.

Enthusiasm to work with the public and a solid foundation in good customer service skills.

Requires the ability to deal with people beyond giving and receiving of instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Working knowledge of personal computer software ( Windows, Microsoft Office, Internet Explorer, Google Chrome, Mozilla Firefox, and Adobe Reader) and hardware configurations and capabilities and typical maintenance process.

Excellent written and verbal communication skills, including presentation skills, ability to work with teams, and the ability to motivate and negotiate with people.

Experience working with ethnically and economically diverse groups.

Understanding of Equity, Diversity, Inclusion, and Belonging.

Intermediate knowledge of operating a computer and programs.

Experience with taking a leadership role on a workgroup or task force.

Experience in mentoring employees or volunteers.

Required to maintain professional knowledge and skills through reading professional journals, viewing related webinars, attending training or professional conferences.

Ability to work days, nights or weekends as scheduled.

If travel is required for library purposes must have transportation. If using personal vehicle must maintain state required insurance..

Preferred Qualifications:

Spanish language and/or other non- English language skills.

Experience with library operations, programs and services.

Experience with library policies and procedures

Experience with library computer systems, databases, software and commonly used technology and applications.

Working Environment:

Work is performed in an Urban library environment.

Considerable exposure to stressful situations as a result of human behaviors.

Subject to repetitive movement; standing, walking, bending, reaching and lifting of objects. May be subject to standing or sitting for extended periods of time.

Must be able to lift/carry library materials, up to 50 lbs, and push/pull library carts.

Must have good hand mobility and coordination.

Subject to intermittent periods of inclement weather when retrieving library materials or participating in library outreach programs.

Schedule:

Full-time 40 hours per week. Evenings and weekends will be required.

Other Information:

Completion of criminal background check will be required, if the candidate is over eighteen (18) years of age.

The City Library participates in the federal Employment Eligibility Verification Program (E-Verify). Employment is contingent upon confirmation of your employment eligibility through the E-verify system.

The City Library is an Equal Opportunity Employer and is committed to a diverse workforce.

Compensation:

Starting Range 20; Minimum $30.10/hour or $62,608.00/annual. Compensation is commensurate with experience.

This is a full time position and includes excellent benefits such as paid vacation, health and life insurance and retirement benefits.

How to apply:

Send an email with an attached resume and cover letter (PDF or Word Document) indicating position title to the Human Resources Department at hrlib@slcpl.org.

Open until filled, preference will be given to candidates that apply by July 1, 2024.