

Branch Manager

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GENERAL SUMMARY

The Branch Manager is responsible for day-to-day operations for assigned branch libraries. During the Branch Manager's career at Cuyahoga County Public Library, the Branch Manager may be assigned to other branch(es) as branch needs dictate.

JOB REQUIREMENTS

- Knowledge of principles, theories, and concepts of library administration.
- Skill in customer service.
- Skill in public speaking.
- Ability to actively listen, consider diverse perspectives, and resolve conflict.
- Ability to establish work priorities and work on multiple projects at once with frequent interruptions.
- Ability to use a personal computer and job-related software or systems applicable to the essential functions of the job, which may include, but not be limited to email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various systems of software used by CCPL.
- Ability to manage successfully in a unionized job environment.

ESSENTIAL JOB FUNCTIONS

- Adds value as a key member of management; understands the organization, financials, industry, customers, and strategy.
- Supervises employees, provides direction, coaches, trains and develops, hires, and manages performance to organization goals and expectations.
- Manages budgets and resources effectively and efficiently; knows and understands organization's financial position.

- Manages vendors and outside service providers effectively; sets expectations and holds them accountable.
- Schedules staff work assignments.
- Leads branch staff to meet established organizational and branch objectives including reference, collection development, circulation, programming, publicity, and public use of facilities.
- Analyzes data and customer / staff feedback to assess branch effectiveness. Initiates and manages change based on that analysis.
- Collaborates with the Friends of the Library to create a functional group that represents local and system-wide interests and reflects community demographics.
- Creates strategic alliances and community partnerships by developing and maintaining effective relationships with community leaders.
- Advocates for branch needs and collaborates with administrative support departments to effectively solve problems.
- Provides direct customer service at the reference desk while modeling best practices for staff and interacting with customers to assess relevance of services and collection.
- Participates in system-wide projects as assigned.
- Oversees physical maintenance needs of branch and submits requisitions for repairs and improvements to Operations division.
- Attends continuing education workshops / webinars provided by local, statewide, or national professional organizations. Participates in community organizations and events which serve library needs.
- Complies with Cuyahoga County Public Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including [but not limited to] work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.
- Other duties as assigned.

SUMMARY MINIMUM EDUCATION & EXPERIENCE REQUIRED

- Master's degree in Library Science or equivalent from an ALA accredited library school.
- Certifications or licensure: None.
- Years of relevant experience: 5 to 7 or more years is preferred, preferably in a unionized work environment.
- Years of experience supervising: 2 to 5 years is preferred.

- A valid driver's license and reliable personal transportation is required, as well as in-force automobile insurance.
- Criminal background check is required, and pre-employment drug screening.

PHYSICAL DEMANDS AND WORKING CONDITIONS - LIGHT

- The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- The noise level in the work environment is usually quiet to moderate.
- This position is performed in an office setting although off-site meetings in various settings occur.
- Lift light objects [less than 50 pounds] and carry them short distances [20 feet or less].
- The schedule is generally Monday through Saturday, although there is a requirement to perform work, attend meetings and events before or after normal working hours, and regularly work on evenings and weekends.
- This position sometimes requires more than 40.0 hours in a workweek without additional compensation to perform assigned job duties and may be "on call" any time for emergency response.
- Some local travel by personal automobile and a valid drivers' license are required. Occasional overnight travel may be required.