Location: Howard County Library System

Job Title: Branch Manager

Responsibilities: Positions Howard County Library System (HCLS) as a major component of public education for all ages. Effectively lives the Seven Pillars of HCLS' strategic plan (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers), motivating others to do so as well. Fully embraces HCLS' educational mission, effectively communicating our curriculum, which comprises Three Pillars (Self-Directed Education, Research Assistance & Instruction, Instructive & Enlightening Experiences). Ensures HCLS' educational mission achieves its racial and social equity goals

ESSENTIAL FUNCTIONS: Enthusiastically directs, oversees, and manages the curriculum, activities, events and day-to-day Branch operations to advance public education for everyone. Leads the creation, implementation, evaluation and overall execution of all Branch functions, performance/service plan to promote public education. Establishes Branch culture by modeling HCLS vision, fostering positive working relationships, and encouraging creativity and camaraderie on a daily basis. Ensures service, instruction and research adhere to HCLS' customer service philosophy. Motivates staff to achieve HCLS' seven internal pillars (Authentic Values, Strategic Vocabulary, Everyone a Leader, Winning Teamwork, Community Partnerships, The Power of Us, and Fiercely Loyal Customers). Ensures staff meets or exceeds the job performance expectations set forth in Achieving Excellence; Collaborates with Branch Leadership Team and staff to ensure daily operations exceed customer service expectations. Collaborates with managers at all levels to advance customer service and experience. Serves as a conduit for communicating to staff, ensuring that employees are well informed on a continuous basis. Identifies staff educational needs and resources to address them. Develops and teaches classes. Thorough understanding of, and ability to perform all Branch functions, filling in as needed. Oversees and participates in the Branch's role in A+ Partners in Education. May serve as an A+ liaison and/or on the A+ Advisory Committee. Serves on HCLS system wide committees. Proactively seeks solutions to concerns and issues raised relating to the public. Performs ongoing evaluation of Branch materials and makes recommendations to, and collaborates with, Materials Management to maximize borrowing. Ensures that the appearance of all public areas of the Branch reflects HCLS' vision and culture. Seeks and initiates opportunities to partner with other community leaders and organizations to promote HCLS' educational mission. Represents HCLS on miscellaneous committees and boards and at county-wide events. Performs other duties as assigned. Adheres to all policies and procedures

Requirements: EDUCATION, EXPERIENCE AND SKILLS-Master's degree (or Bachelor's degree and equivalent work experience) and a minimum of five years of increasingly responsible supervisory experience. Minimum four years professional experience in a public library or customer service setting. People skills - ability to work effectively with others and enjoy it. Demonstrated ability to motivate people, and to lead committees and large groups. Teaching talents; Team building talent; Outstanding management skills; Superior writing and public speaking ability; Tech savvy - proficient in Microsoft Office Suite and social media; Demonstrated ability to develop and maintain effective, collaborative working relationships with diverse groups, including staff, the library community, government leaders and the public; Current valid driver's license

PHYSICAL STANDARDS: Job allows for some variance in work routine and considerable amounts of standing, walking, bending, reaching, pushing, pulling and sitting. In addition, strenuous activity is required, such as carrying bags or boxes of books (weighing up to 30 lbs.) or arranging rooms for classes and events
ADDITIONAL DETAILS: Grade 14; $65,336 - $114,567/ year; Position located at the Miller Branch. Works under the supervision of the Chief Operating Officer - Public Services; Full-time; 37.5 hours per week; Monday - Saturday, days, evenings & weekends; Evenings and weekends also required for HCLS events; Outside hours required as emergencies occur. May be required to participate in LATI (Library Associate Training Institute) Position: closes 5:00pm, Friday, November 13, 2020

Salary Range: $65,336 - $114,567 / year

Application Process: Please submit cover letter and resume to jobs@hclibrary.org and put 'Branch Manager - Miller Branch' in subject line.

Special Requests:
Closing Date: 11/05/2020