

Job Description

Job Title: Assistant Branch Manager (Manager II) **Job Code:** 909030 **Job Family:** Library

Pay Grade: JC.16.16 **FLSA:** Exempt **EEO:** Professionals

Department/Agency: Library **Position Number(s):** Multiple

Recommended Position Title(s): Assistant Branch Manager

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Answers patron inquiries, provides information, reference and reader's advisory services to a broad range of library users; answers patron inquiries using library collection, internet, other databases and/or referral; instructs patrons in the use of various databases; maintains expert knowledge of circulation services policies and procedures; assist patrons at checkout, as needed; explains and handles fines and fees using set policies and procedures. Pays or waives fines as appropriate; enforces patron code of behavior and is a person of authority when dealing with difficult patrons and/or situations.
- Assists with management of building operations; provides library policy and procedures information; provides guidance to staff regarding patron or personnel issues and handles emergency situations; acts as Branch Manager when Branch Manager is unavailable; manages resources appropriately; collaborates with Collections and Technical Services to maintain the collection; assists Branch Manager and staff to manage budget; acts as branch's circulation expert and leader.
- Models professional behavior to staff; attends scheduled meetings; represents Library appropriately to both internal and external customers; participates in committee work, which may include acting as project manager for system-wide projects.

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- Hires Staff; reviews their work and performance on a regular basis, and handles disciplinary issues; creates monthly schedule, reviews/approves vacation and sick time requests, and approves weekly time records; trains new staff in the use of computers, shelving, checking books in and out, and other circulation processes and procedures; ensures staff attend required training sessions and meet training requirements; trains new volunteers sent by the Volunteer Services Coordinator in shelving or other special tasks; participates in the interview and hiring process for other library staff.
- Assesses and changes work room processes to ensure the most efficient provision of library materials throughout the system; assists staff as needed.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

Master's degree in Library Science or related field of study; two (2) years of experience providing customer service, preferably in a library or public service environment; one (1) year of experience using Microsoft Windows and online environment using web-based tools; and a valid driver's license with an acceptable driving record.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

One (1) year of supervisory experience.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.