

Job Description

Job Title: Branch Manager (Manager III) **Job Code:** 909035 **Job Family:** Library

Pay Grade: JC.17.17 **FLSA:** Exempt **EEO:** Professionals

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

Recommended Position Title(s): 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:

- Provides full range of professional librarian services; maintains expert knowledge of circulation services policies and procedures; enforces patron code of behavior and is a person of authority when dealing with difficult patrons and/or situations; directs daily branch operations; sets the tone for delivering exceptional service to patrons; coaches others for success; inspires team work and a positive work environment; hires, manages, develops, and evaluates staff including the Assistant Branch Managers; directs the branch's public service, programming, and collections management functions.
- Oversees the safety and maintenance of facility; acts as primary source of library policy and procedures; provides guidance to staff regarding patron or personnel issues and handles emergency situations; manages budget and resources appropriately; collaborates with Collections and Technical Services to maintain the collection; manages the operations and maintenance of one or two facilities, by ensuring high quality service, well maintained physical spaces, and efficient materials handling.
- Collaborates with administration and other managers on strategic and planning initiatives.
- 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; participates in managerial groups and system-wide committees; represents the Library at meetings/conferences; participates in other professional activities.

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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; three (3) years of experience providing services in a public library environment; one (1) year of supervisory experience; 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:

None.

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.