



JOB ANNOUNCEMENT

BRANCH MANAGER BUTTE FALLS & PROSPECT LOCATIONS FULL-TIME/32 HOURS \$22.24 TO \$27.86 PER HOUR CLOSES OCTOBER 7, 2021 – OPEN UNTIL FILLED

ABOUT JCLS

With more than 200 days of sunshine each year, Jackson County, Oregon is located midway between Portland and San Francisco. The region boasts beautiful valleys and mountain lakes, wineries, wild rivers, easy access to the Redwoods and coast, and cultural entertainment to rival big cities.



Jackson County Library Services (JCLS) serves the 220,000 residents of Jackson County with 15 branch libraries. The mission of the Jackson County Library District is to connect everyone to information, ideas, and each other. We provide a wide range of children's, teen, and adult physical and electronic resources and collections as well as outreach services, including booktalks for elementary and middle school students, services for homebound patrons, and outreach to childcare centers. Our ever-changing [calendar of programs](#) and events is diverse, including musical performances, lectures, art exhibits, classes, book groups, storytimes, and more.

THE POSITION

The Branch Manager creates and maintains an enriching environment that promotes and sustains accountability, efficiencies, collaboration, continuous learning, and high-quality customer service. This position oversees the day-to-day operations of the branch and directly supervises a team of paraprofessional and professional staff. This position also provides leadership to staff throughout the library system to organize and promote excellence in community engagement efforts with the goal of creating a thriving library in its Jackson County community.

DUTIES AND RESPONSIBILITIES

- Ensures that library resources are available and that operations and services are consistent with JCLS policies, procedures, standards, and objectives.
- Provides strong leadership by demonstrating and encouraging ethical behaviors that promote effective interactions and service excellence aligned with the library's vision, values, policies, and procedures.
- Creates an environment where diverse views are welcomed and respected.

- Schedules and facilitates effective individual and team meetings to collaborate and share information; facilitates productive and timely discussions that generate effective results.
- Interviews, hires, and trains assigned staff following established guidelines.
- Plans, assigns, and directs the work of assigned staff and volunteers, including creating and coordinating work schedules to meet service needs.
- Provides support to staff in explaining policies and procedures to library visitors, particularly when clarity is needed within areas of expertise.
- Supervises assigned staff with timely orientation, coaching, and effective performance management, including setting clear expectations, providing positive reinforcement, giving timely and meaningful assessments, and recommending progressive discipline when needed.
- Creates and sustains excellent internal and external relationships with community groups and organizations partnering with the library.
- Provides accurate, efficient, and courteous customer service when interacting with external and internal customers.
- Understands the needs of the community he/she serves and develops relevant and innovative programs that also align with systemwide goals and initiatives.
- Works within the parameters set by the Youth Services and Adult Services Coordinators for developing programs.
- Initiates effective solutions in a variety of staff and customer situations.
- Communicates and collaborates regularly with Area Manager and appropriately communicates information to branch staff.
- Creates and processes reports and correspondence needed for business activities.
- Handles building issues as needed and coordinates activities with appropriate staff.
- Oversees safety programs in designated locations.
- Participates productively in supervisory, district, and project team meetings as needed.
- Regular attendance.
- Assures that the library facilities are well maintained by successfully working with relevant library staff and with the Facilities Department on renovations, repairs, and purchases.
- Actively supports and respects diversity in the workplace.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Professional library principles, practices, techniques, and standards as they pertain to the delivery of public library services, materials processing, proactive customer relationships, and confidentiality of information.
- Effective customer service skills for a variety of situations.
- Work schedule management.
- Effective communication techniques.
- Mentoring and motivating staff.
- Sound conflict resolution methods.
- Recruiting, training, and retaining staff and volunteers.
- Effective training techniques, including variable ways adults learn.
- PC applications for library operations including library software, word processing, spreadsheets, email, Internet, presentation software, and data management.
- The role of a public library as an information agency and the “third place” for the JCLS community.
- Complies with safety requirements of the position and actively promotes safe work practices.
- Actively supports and respects diversity in the workplace.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Bachelor's degree from a regionally accredited institution OR the equivalent combination of education and experience that provides the knowledge, skills, and abilities required to perform the duties as described.
- Three years' supervisory experience overseeing staff who provide direct customer service.
- Two years' experience working with staff, volunteers, and customers who have diverse backgrounds and views.
- Strong interpersonal skills.

DESIRED QUALIFICATIONS

- Master's degree in Library Information and Science from a ALA accredited institution.
- Three years' supervisory experience in a high-volume materials processing environment.
- Bilingual

SPECIAL REQUIREMENTS/LICENSES

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.

WORKING CONDITIONS

While performing the duties of this position, the employee is continuously required to communicate by talking and listening, use of fingers and hands, repetitive motion and sitting. Frequently required to stand, walk, reach, and feel. Occasionally bend, stoop, grasp and rarely to feel, kneel or crawl. The position requires mobility, including the ability to move materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc. May infrequently require moving materials weighing up to 30 pounds.

Manual dexterity and coordination are required over [75%] of the work period while operating equipment such as a computer keyboard, calculator, and standard office equipment. High volume environment with high accuracy requirements for numeric and alpha processing.

Travel to other district locations and/or to workshops/professional meetings/conferences.

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable. Conditions may consist of the following:

- Reading for comprehension and direction, (policies & procedures).
- Speaking to share/respond, to maintain relationships and to convey instructions and/or direction.
- Various equipment includes computers with a keyboard and mouse, telephone, and other electronic devices to share documents, information and discussion.
- Interaction with library customers, Foundation Board, library staff, and the management team.
- May include stressful situations related to negotiating or resolving problems.
- Attendance at occasional evening/weekend meetings and/or social/business events.

SALARY

This position is placed at range L on the JCLS salary schedule, and has a starting salary range of \$22.24 to \$23.63 per hour. The full salary range is \$22.24 to \$27.86. Placement on the salary schedule is based upon education and experience.

BENEFITS

JCLS offers a competitive benefits package including 401(a), medical, dental and vision coverage to employees and qualified dependents. In addition, JCLS provides vacation, sick leave and paid holidays.

SELECTION PROCESS

After the preliminary screening, selected candidates will be invited for an initial interview. Videoconference interviews (in lieu of an in-person initial interview) will be offered. Candidates to be interviewed will be selected from applicants who most closely meet the minimum and desired qualifications. Meeting the minimum qualifications does not guarantee an interview.

JCLS reserves the right to re-advertise the position or to delay indefinitely filling of the position if it is deemed that applicants for the position do not constitute an adequate applicant pool or if funding is not available.

CONDITIONS OF EMPLOYMENT

Employees must satisfy all of the pre-employment requirements prior to appointment that include, but are not limited to; verification of their legal right to work in the United States, and a background check.

ACCOMMODATIONS

Applicants requiring reasonable accommodations in completing the application or the interview process must notify the Human Resources Department in advance.

EQUAL OPPORTUNITY EMPLOYER

JCLS provides equal employment opportunities to all employees and applicants for employment, and prohibits discrimination and harassment, of any type, without regard to race, color, religion, age, sex, national origin, marital status, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

The organization employs affirmative personnel measures to ensure the achievement of equal employment opportunities in all aspects of employment, and the work environment. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff, termination, training, and conflict resolution.

APPLICATION PROCESS

In order to be considered for this position, applicants must submit a **JCLS Application, Cover Letter and Resume**. The JCLS Application can be found at <https://jcls.org/about/job-opportunities/>. These items must be turned in to the Human Resources Department no later than **October 7, 2021 at Midnight PST**.

Materials can be submitted by emailing to bfogerty@jcls.org. Only candidates with complete materials and who meet the minimum qualifications of the position will be considered.