



Job Posting: Full-Time Manager, Community Engagement (1 opening)

Seeking a creative and innovative individual who can continue to grow our vibrant and engaging programming and outreach services department, for all age ranges.

Successful applicant must be enthusiastic, visionary, public-service oriented with excellent managerial skills.

Schedule/Salary: 40 hours per week, starting wage compensatory with experience, and a benefits package. Schedule requires primarily day, some evening(s) and weekend hours. Must be able to work a flexible and changing schedule.

Summary of Duties:

- Provide excellent customer service; represent the library in a courteous, friendly and effective manner - whether in person, on the phone, or via email.
- Monitors and oversees department operations and directly supervises assigned staff, including establishing workloads, prioritizing tasks, budgeting, and interpreting and enforcing policies and procedures.
- Assist patrons with selecting, finding and retrieving library materials. Assist patrons in the use of library equipment and services including the library catalog, online resources, the Internet, public computers and printers, and other library equipment. Troubleshoot as needed.
- Key accountabilities: Setting objectives, Develop yourself and your associates, Organize your division, Motivate associates, Communication, Reliability, Measure performance, Maintain Coordinator level standards, and Maintain Associate level standards.
- Create, schedule, prepare and implement library-oriented programs (across all age ranges), attend school visits, and lead group tours. Create, prepare, implement, and monitor library displays. Drive the outreach vehicles and implement all outreach services. Scheduling of employees. Other duties may include scheduling use of library meeting rooms, and other clerical/related duties as assigned.

Qualifications:

- College degree or Advanced degree (preferably MLIS) preferred.
- Prior customer service and experience.
- Excellent customer service, computer, communication and interpersonal skills. Must be able to hear, read, write, speak, and understand English effectively.
- General knowledge of library and library materials.
- Must be able to operate library vehicles and equipment such as copiers, computers, printers, fax machines, cash register, and scanners. Ability to use a computer for extended periods.
- Must have sufficient dexterity and visual acuity to meet job requirements. Ability to stand for extended periods of time. Ability to retrieve library materials which may include stretching, crouching, stooping, using a short stool and lifting up to 50 pounds.
- Ability to work a flexible and changing schedule. Valid Ohio drivers' license, proof of insurance and reliable transportation.

To Apply:

- Email cover letter and resume to hmiller@ashland.lib.oh.us with the subject line "F/T Community Engagement Manager".
- Applications are accepted until September 25th, 2020.