



East Lansing Public Library

EAST LANSING PUBLIC LIBRARY JOB POSTING

<u>AVAILABLE POSITION:</u>	Assistant Director/Head of Customer Experiences
<u>PAY RANGE:</u>	\$60,173.84 - 84,311.62 (dependent on experience)
<u>HOURS PER WEEK:</u>	Full-time, Exempt; At-Will position, with benefits Includes night and weekend hours

Reports to: Library Director
Department: Administration

PURPOSE:

The East Lansing Public Library (ELPL) is looking for someone who is dynamic, innovative, customer-service oriented, flexible and detail-oriented to be our Assistant Director/Head of Customer Experiences. This position requires a flexible schedule and someone with upper management, administrative and supervisory experience, as well as someone who is adept at programming; collaborating; running operations; and developing staff.

ESSENTIAL POSITION FUNCTIONS AND REQUIREMENTS

- At least four years of upper management, administration and supervisory experience
- Knowledge of public library practices, management and supervisory techniques, scheduling, collection development and technology applications
- Knowledge of personnel management and public library budgetary practices and responsibilities
- Ability to learn and efficiently operate library computer system, with peripherals, and programs
- Proven leadership and management skills that foster teamwork, effective communication, innovation and an engaged staff
- Ability to plan, implement and evaluate effective library services, strategies and facilities
- Ability to evaluate, hold accountable and develop staff
- Ability to create, plan and execute innovative, engaging programs
- Excellent organizational, problem-solving, process management and facilitation skills
- Ability to appropriately handle confidential and sensitive information, with discretion and trust
- Evidence of past community involvement
- Ability to write and communicate a staff schedule on a monthly and daily basis

- Strong commitment to public service
- Excellent interpersonal skills and public service manner for modeling customer service expectations
- Ability to interact harmoniously and communicate well with staff and customers
- Excellent communication skills, oral and written, and public-speaking/presentation skills
- Excellent computer and Internet skills
- Flexibility to adapt to changing situations and to vary work schedule; must be willing and able to work nights and weekends—including Saturdays and Sundays
- Masters degree in Library Science from an ALA accredited college or university
- Valid driver's license, acceptable driving history and personal automobile for job-related transportation
- Satisfactory criminal background check

For a more complete job description please visit: www.elpl.org/working-at-the-library

PHYSICAL DEMANDS

- 1) Ability to sit and use computer for extended periods and operate standard office equipment
- 2) Ability to lift and move up to fifty (50) pounds; set up tables and chairs for programs
- 3) Ability to perform repeated reaching, bending and squatting
- 4) Ability to crouch and kneel to reach equipment near the floor
- 5) Ability to work effectively under stressful conditions in a fast-paced environment
- 6) Travel by automobile is required

WORKING ENVIRONMENT

- 1) Majority of work performed in library environment and East Lansing community
- 2) Requires schedule changes before, during and after scheduled programs
- 3) Requires evenings and/or weekends
- 4) Requires periodic participation and attendance at events and training

The East Lansing Public Library is a 26,000 square foot facility centrally located within the East Lansing Community. The newly-remodeled library includes meeting room spaces, quiet study areas, a teen reading area, an 1,100 square foot Maker Studio, and over 3,000 square feet of children's space. The library is located just north of Michigan State University (MSU) and is committed to providing services to the diverse MSU/East Lansing community. We employ more than 30 full- and part-time staff committed to providing a place and resources where people gather to share information and ideas to enrich lives and foster community.

This position posting is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of the East Lansing Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

APPLY: East Lansing Public Library
Attention: Jennifer Amormino, Executive Assistant
950 Abbot Road
East Lansing, MI 48823
jamormi@cityofeastlansing.com
Please fill out a General Employment Application at
www.cityofeastlansing.com/216/How-to-Apply; Include resume and cover letter.

DEADLINE: July 20, 2018

EAST LANSING IS AN EQUAL OPPORTUNITY EMPLOYER