

Head of Operations

Position description

Updated 2023



GENERAL DESCRIPTION: Under the direction of Library Director, the Head of Operations supports Crown Point Community Library’s mission of being a community center for lifelong discovery by managing and scheduling the library’s operational staff including Circulation Department, Maintenance Department, and the IT Specialist. Head of Operations performs duties requiring considerable judgment and initiative in overseeing both staff and facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Member of the library’s Leadership Team.
- Present a monthly departmental report at the Board of Trustees’ meeting.
- Assumes the duties of the Library Director in their absence.
- Supervises IT Specialist, Maintenance Department, and Circulation Department.
- Provides and models excellent customer service to all library patrons.
- Maintain monthly and yearly statistics on circulation and registered cardholders.
- Responds to inquiries and provides customer service, assistance, and instruction to library patrons; interprets library rules, policies, and procedures to the public.
- Regular public service duties include staffing service desks as coverage demands.
- Increases skills and knowledge through professional reading, webinars, and workshops.
- Primarily responsible for daily collections using established internal controls policies.
- Plans, assigns, prioritizes, and schedules routine, preventive, and emergency maintenance of the library facilities.
- Supervises routine, preventive, and emergency maintenance of the IT systems and special projects.
- Plans, directs, controls, and introduces improvements in facility management, building operations, energy efficiency, and equipment.
- Directs and supervises skilled tradespersons performing work at the library locations.
- Supervise library courier service and oversee maintenance of library vehicle(s).
- Ability to work flexible hours, including some evening and weekend hours. In addition, the Head of Operations may be called 24/7 to respond to emergencies in coordination with the Director.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to plan, coordinate and direct work.
- Ability to relate tactfully and courteously with the public and to maintain effective working relationships with other employees.
- Strong written, verbal, organizational, and technological skills.

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- Strong working knowledge of the library's ILS system.
- Demonstrate emotional intelligence and ability to work through difficult situations.
- Supervisory experience.
- Possess Indiana Driver's License in good standing and have ability to drive library van.

QUALIFICATIONS:

- Master of Library Science from ALA accredited school, required.
- Must be eligible for Indiana State Library LC2 certification.

APPLICATION PROCESS:

- Submit all materials including: resume, cover letter, Application for Employment found on crownpointlibrary.org in PDF format to hr@crownpointlibrary.org
- Provide three professional reference contacts.
- Incomplete applications may be discarded.
- Position open until filled.

SALARY:

18A \$63,225