

## Crown Point Community Library, Crown Point, Indiana

The Crown Point Community Library is seeking an energetic, motivated individual to become its new Head of Operations. 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.

Some responsibilities include:

- Member of the library's Leadership Team.
- 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.
- 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.
- 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.

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 (<https://crownpointlibrary.org/about/employment/>) in PDF format to [hr@crownpointlibrary.org](mailto:hr@crownpointlibrary.org)

- Provide three professional reference contacts
- Full Position description may be found at <https://crownpointlibrary.org/about/employment/>
- Incomplete applications may be discarded.
- Position open until filled.

Salary: \$63,225/year