



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: Professional Librarian - Customer Experience DATE OPENED: April 10, 2018
 DEPARTMENT: Library CLOSING DATE: May 1, 2018

If you have any questions about this position vacancy, call: (406) 758 - 5824

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: Non Union

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:
TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 21.74 per Hour

SALARY AT:

1 YEAR STEP: \$ 22.61 per Hour

2 YEAR STEP: \$ 23.51 per Hour

3 YEAR STEP: \$ 23.98 per Hour

TEMPORARY

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.

SEE ATTACHED JOB DESCRIPTION. Additional information:

ImagineIF Libraries seeks an experienced librarian to join our team of library leaders. ImagineIF is a participatory library with a focus on customer experience throughout all operations and services. This position manages the Collection Experience team where innovative solutions are frequently implemented to create the most efficient and customer friendly materials processing possible. An MLIS, customer experience focus, and staff coaching are required.

Please upload COVER LETTER and RESUME with online application.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:
https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Professional Librarian	Job Code:	06130
Department:	Library	Pay Grade:	Std 31
Reports to:	Senior Staff	FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

Department Overview: A department of Flathead County, ImagineIF Libraries is a countywide Library system with locations in Kalispell, Columbia Falls, Bigfork and Marion. ImagineIF is a participatory library that designs hands-on learning experiences for people of all ages. With a focus on outreach and community connection, ImagineIF delivers many services outside of the library buildings.

Job Summary: Under the general supervision of the Director, Assistant Director or Senior Librarian, this position manages a functional area of the library and extends the ImagineIF experience via Youth Services, Customer Experience, Community Engagement, Communications or Collection Services to customers and staff in all departments and at all locations.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Manages a functional area of the library such as Youth Services, Customer Experience, Community Engagement, Collection Development, or a large branch.
- Supervises and mentors assigned staff; clarifies performance expectations and goals, and initiates corrective action as required, including coaching, development and discipline.
- Develops a volunteer plan for the department.
- Participates on the Library Management Team.
- Attends monthly all-staff meetings and annual all-staff retreat.
- Represents ImagineIF at a variety of community functions.
- Prepares and/or assists with the preparation of grant proposals.
- Plans and facilitates community meetings, programs or other ImagineIF activities.
- Provides input on library policy issues, budget and strategic plans.
- Maintains and promotes excellent customer service to staff and customers.
- Promotes library services through conversations with individuals or presentations to local organization and community groups.
- Maintains current knowledge of trends and developments in the fields of information literacy, early literacy and intellectual freedom.
- Achieves Montana State Library certification.

- Accepts and adheres to ImagineIF Libraries' strategic plan, core values, policies and procedures.
- Performs related duties as required or directed.

Non-Essential Functions:

Incumbents may be requested to perform functions relevant to the position but not listed above.

Physical Demands and Working Conditions:

The work requires physical exertion such as bending, walking and lifting boxes (up to 40 lbs.).

The employee may be required to provide outreach in a variety of settings, which may require climbing of stairs and driving a motor vehicle for transportation. Evening and weekend shifts are required.

Supervision Exercised: This position supervises assigned support staff in its functional area.

Knowledge, Skills, and Abilities:

- Knowledge of standard public library theories and principles, including methods of excellent customer service, intellectual freedom, and equitable access to services.
- Knowledge of functions, policies and procedures of a public library system.
- Skills in managing and supervising a department.
- Skills in project management fundamentals: research, development and implementation of complex projects with multiple stakeholders.
- Skills in communicating effectively in writing and verbally.
- Skills in developing and implementing long-range goals and objectives.
- Skills in presenting information to and responding to questions from groups of managers, vendors, customers, colleagues and the general public.
- Skills in collaborating successfully in a team-based environment.
- Skills in building successful relationships with supervisor, Leadership Team members, Library Board, staff, co-workers, community members and library customers.
- Ability to function independently of constant direct supervision.
- Ability to use independent judgement to resolve customer concerns.
- Ability to take a teamwork approach by cooperating with others, offering to help others when needed, and considering larger organization or team goals.
- Ability to think creatively and problem-solve.
- Ability to obtain and maintain a valid Montana driver's license with a safe driving record and operate a motor vehicle under all weather conditions.
- Ability to work evenings and Saturdays.
- Ability to use tact, good reasoning abilities and sound judgement.
- Ability to communicate effectively, respectfully, patiently and courteously with coworkers, customers, and other community members.
- Ability to remain flexible and positive in an environment of constant change.
- Ability to have a positive, calm approach and a sense of fun.
- Ability to demonstrate leadership to staff and coach and develop individual team members.
- Ability to effectively manage change and transitions.

Education and Experience:

Masters of Library Science from an ALA-accredited institution or any equivalent combination of experience and training which indicates possession of the knowledge, skills and abilities listed.

Action	Date	Reference
Adopted	10/13/05	Commissioners' Minutes
Revised	04/10/06	Commissioners' Minutes
Revised	04/15/08	Commissioners' Minutes
Revised	09/27/10	Commissioners' Minutes
Revised	03/08/12	Commissioners' Minutes
Revised	07/01/14	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	04/11/17	Commissioners' Minutes
Adopted	06/19/2017	Position Grade Changes Effective 7/1/2017 (FY18)