

Human Resources Manager/Deputy Director

Title: Human Resources Manager/Deputy Director

Grade: 15

Classification: Management; Exempt

Immediate Supervisor: Executive Director

Basic Function:

Develops, implements and coordinates personnel functions for the library system, and ensures compliance with applicable employment laws and Board policies, may include serving as the Equal Employment Officer and coordinator of the Library's health benefits program in conjunction with the Fiscal Officer and coordinates the Library's safety program in conjunction with the Buildings & Facilities Manager. Provides administrative and professional assistance to the Library Director in the direction and supervision of the library system. The Deputy Director assumes the responsibilities of the Director in the Director's absence or unavailability. General direction is received from the Library Director.

Distinguishing Features of the Class:

This classification oversees the implementation and application of library personnel policies and programs in compliance with state and federal laws and administers the Library's collective bargaining agreement. Maintains extensive contact with outside agencies related to personnel functions, and with department heads, librarian supervisors and staff within the Library. The work requires the exercise of discretion and independent judgment in the interpretation of approved policies and methods in relation to personnel matters under the general supervision of the Library Director. This classification is responsible for assigned phases of library administration and services; may exercise management and supervision over the Main Library, Branch operations or other units; administers personnel and labor relations for the library system. Complex and sensitive library problems are solved independently, and in accordance with the Director's philosophy and direction. This position may supervise additional departments as directed by the Director. May serve as lead manager-in-charge of the main library at the Director's direction.

Characteristic Duties and Responsibilities:

- Recommends and develops personnel policies, procedures and services for employees.
- Works with the Director in the implementation of policies, procedures and goals established by the Library Board.

- Assists in the formulation of annual goals and objectives that support the Library system's mission and meet community needs.
- May assist the Director and Fiscal Officer in the preparation of the proposed, provisional and permanent budget.
- May coordinate activities and procedures between departments at the Main Library and the branches.
- Coordinates staff development and training programs; develops supervisor training programs.
- Attends Board and Board Committee meetings, records board votes and roll calls, and may act as recording secretary for board committee meetings.
- Researches appropriate policy changes.
- Assists with Board training and development.
- Maintains awareness of developments and trends in librarianship and human resources by attending workshops, conferences and reading professional literature.
- Serves as a facilitator and member of various library committees.
- Administers the labor contract, sits at the contract negotiation table, and works with the library's attorney on labor personnel issues.
- Coordinates and oversees employee selection and hiring, including preparing and placing advertisings, maintaining list of current openings, testing and screening applicants, securing references, and conducting screening interviews as needed.
- Oversees the orientation process for all new employees.
- Counsels staff and managers regarding personnel matters, including promotions, insurance, retirement and other benefits, in a confidential, objective and professional manner; keeps the Director informed of potential problems and concerns.
- Administers the Library's classification and pay plan; updates and maintains current position classification/job descriptions and salary scales; processes requests for re-classification.
- Maintains and oversees personnel and HR records in accordance with the Library's records retention policy.
- Assists the Director in the interpretation and administration of the Collective Bargaining Agreement and Bargaining Unit Exempt Policies; may process grievances and conduct disciplinary hearings.
- Orients, trains and assists supervisors in the interpretation and application of personnel policies and procedures; coordinates the performance evaluation program.
- May serve as EEO Officer; implements the Library's EEO policies; investigates complaints; administers the Library's Affirmative Action Plan; oversees compilation and filing of EEO reports.
- Oversees the collection and reporting of human resource information and data.
- Acts as benefits administrator of library's health and life insurance plans, and Employee Assistance Program, including ensuring compliance with COBRA regulations.
- Ensures timely response to Worker's Compensation claims; advises employees with a work related injury.
- Coordinates and implements the Library's health, wellness and safety program.
- May manage and lead in the operation of a department.

- May supervise, assign tasks, motivate, train, coach, schedule, evaluate, develop and direct all employees in a department.
- Serves as a member of the Library's Management Team and participates in projects as assigned.
- Represents the Library on professional and community committees.
- Advocates for library services in the community.
- Attends professional development workshops and conferences when applicable to maintain up to date knowledge and skills related to the department.
- Maintains good relations with the public and staff.
- Compiles and updates training and procedure manuals for area of responsibility.
- May serve as Manager on Duty as part of the MOD rotation.

Knowledge, Skills and Abilities:

- Thorough knowledge of the principles, practices, and methods of modern human resource management including state and federal employment rules and regulations; benefits administration; employment records requirements; interviewing techniques and employee selection methods.
- Knowledge of the principles and practices of professional library work; broad knowledge of library materials, policies, procedures, technologies and methods; knowledge of organizational and budget development and administration.
- Demonstrated troubleshooting skills; ability to resolve problems.
- Effective verbal and written communication skills.
- Ability to prioritize duties of position and efficiently complete the responsibilities.
- Ability to work productively independently, in a team environment, and in a union environment.
- Excellent customer service skills and the ability to exercise good judgment and professionalism.
- Ability to maintain confidentiality.
- Ability to communicate and work effectively and tactfully with employees and the public to create a positive workplace environment and to present a positive public image with tact and courtesy.
- Excellent analytical and problem solving skills and the ability to analyze and adjust workflow and processes.
- Ability to implement new initiatives.
- Demonstrated flexibility and attention to details.
- Demonstrated ability to use computers, standard office equipment (copier, fax, etc.), print management software, ILS software, Microsoft applications, emerging technologies and computer scheduling software.
- Knowledge of supervisory and employee training and development methods.
- Ability to define problems, collect data, establish facts and draw conclusions.
- Ability to interpret community interests and needs and develop appropriate library services.

Education, Training and Experience:

Any combination of education and experience including: Bachelor’s degree in human resources or related field with at least four years of related experience or completion of a professional human resource certificate program preferably in a library or public sector setting, a master of library science issued by an ALA-accredited library school and five or more years of related experience, including managerial experience or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

The intent of this summary is to characterize the typical duties and responsibilities required of individual positions assigned to this classification and should not be construed as representing the specific duties and responsibilities of any particular position. Employees may be expected to perform their related duties which are specific to their area that may not be reflected in this class summary.

GENERAL REQUIREMENTS FOR ALL LIBRARY EMPLOYEES

All Mentor Public Library Employees are expected to have and maintain good interpersonal and communication skills; maintain a tolerance and sensitivity to the needs of patrons and staff; maintain a positive and pleasant attitude, and be co-operative with co-workers. All employees shall adhere to the Library’s policies and procedures and support the Library’s mission within the Library and in the community. Employees shall have regular attendance, be flexible with regards to scheduling which includes daytime, evening, and weekend hours; and be in adequate physical condition to fulfill the requirements of the job.

This job description explains the nature and level of assignments given to job incumbents. This is not an exhaustive list; therefore other related duties may be assigned.

This job description does not constitute an employment agreement between Mentor Public Library and the employee and the Library may exercise its employment-at-will rights at any time. This job description is subject to change as the needs of the Library and the requirements of the job change.

I have read this job description and discussed it with my Manager. I am familiar with and capable of performing the basic requirements of this position, either with or without a reasonable accommodation.

Employee

Date

Manager/Supervisor

Date