Regional Branch Operations Manager

**Position Information**

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<th>Posting Title</th>
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<td>Job Requisition Number</td>
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<td>Position Number</td>
<td>102294</td>
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<td>Job Type</td>
<td>Full-Time</td>
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**Minimum Qualifications**

- Graduation with a Bachelor’s degree from an accredited college or university in a related field, plus six (6) years of relevant experience, including three (3) years of experience in a lead or supervisory capacity. OR

- Graduation with a Master’s degree from an accredited university in a related field, plus four (4) years of relevant experience, including two (2) years of experience in a lead or supervisory capacity.

**Licenses or Certifications:**

Valid Class C Driver License.

**Notes to Applicants**

Austin Public Library is looking for an energetic and forward-thinking Regional Branch Operations Manager to reach and engage communities in a library system of twenty-three locations.

The Austin Metro Area has a population of around 2.4 million and Austin is the tenth largest city in the country. Austin consistently ranks highly for business, entertainment, and quality of life. Austin Public Library consists of the Central Library, Austin History Center, twenty branches, and the Recycled Reads bookstore with nearly 500 employees.

As one of two Regional Branch Operations Managers, you will oversee staff and daily operations for ten branches and the bookstore. Candidates should be experienced in outreach and community engagement with forward-thinking ideas to promote library services and resources to underserved communities. Applicants should have extensive experience leading and engaging staff. The ideal candidate should be experienced in working with culturally diverse communities, have a strong working knowledge of process improvement, and be skilled at personnel management.

**APPLICATION INFORMATION:**

- A detailed and complete job application is REQUIRED and helps us evaluate your qualifications. In completing your job application, please be sure to provide a COMPLETE employment history regarding any relevant experience that you would like for us to consider. This information will also be used to determine base pay in the event that you are selected for this position. **NOTE:** A cover letter and/or resume will NOT be used to substitute for an incomplete job application.

- Please understand that your job application will be used to measure or assess your written communication skills, including grammar, punctuation, and spelling, in helping us screen applications and determine candidates to be interviewed.

- All new employees are required to attend City of Austin and Austin Public Library training as scheduled and should arrange their outside schedules to accommodate such training.

- The Austin Public Library reserves the right to close posted positions prior to the advertised close date, based on recruitment strategies and business needs.

- Working with the City of Austin provides a number of health and welfare benefits such as low-cost medical, dental, vision, paid leave time, a highly competitive retirement plan, training opportunities, and more. Please click [HERE](#) for more information.
If you are selected as a top candidate:

- If you are identified as a top candidate and are in the military or a veteran, you will need to provide a copy of your DD-214 before confirming a start date.

**WORK HOURS:**
Work hours may include after-hours, holidays, and weekend work depending on operational needs.

**Driving Requirement:**
This position requires a valid Texas Driver’s License or the ability to acquire one by your hire date. External New Hires must meet the City of Austin’s Driver Record Evaluation (DRE) **requisite**. To be considered for a driving position, applicants cannot have more than three moving violations or a total of six Driver Record Evaluation points within a period of thirty-six (36) months.

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**Pay Range**
$33.05 – $42.14

**Hours**
Full-Time (40-hours)
Monday through Friday: 8:00 a.m. – 5:00 p.m.

Hours will vary to include occasional nights, weekends, and extended workdays.

**Job Close Date**
04/01/2024

**Type of Posting**
External

**Department**
Austin Public Library

**Regular/Temporary**
Regular

**Grant Funded or Pooled Position**
Not Applicable

**Category**
Professional

**Location**
Various locations at the Austin Public Library.

**Preferred Qualifications**
- Proven ability to motivate and inspire diverse teams to deliver exceptional customer service.
- Skilled in building cohesive work teams, fostering rapport, and effective conflict resolution.
- Demonstrated experience in evaluating operations in a multi-branch library system, implementing corrective solutions, and driving process improvement.
- Experience developing and implementing innovative strategies to promote library services and resources.
- Ability to travel to multiple library locations throughout the workday.

**Duties, Functions and Responsibilities**
Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Participates in the development of short- and long-term plans for the regional branches.
2. Develops goals, plans, programs, services, and procedures for library branches. Oversees designated administrative activities and prepares administrative reports and statistics for library branches.
3. Determines needs of assigned library branches based on local customers’ needs and recommendations.
4. Develops and implements programs, services, and special events to promote use of library branch resources and facilities. Speaks with community groups and non-profit organizations to promote use of the library branches.
5. Enforces personnel rules, regulations, and work standards. Advises library staff on procedures and issues, including selection, collection development, reference, cataloging and classification, processing, intellectual freedom, and preservation. Develops, interprets, and explains policies to public and staff.
6. Coordinates outreach programs of library branches. Works or travels to several locations and serves on library-wide committees and task forces.
7. Manages selection of Library materials and reference services for library branches.
8. Assists in the development and preparation of branch services budget. Develops projections of resources and personnel necessary to meet established goals and objectives. Evaluates and determines priorities on equipment, furniture, or supplies.
10. Assists in writing and monitoring contracts.

**Responsibilities- Supervision and/or Leadership Exercised:**
Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

**Knowledge, Skills and Abilities**

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of reference tools and procedures, collection development skills, and trends.
- Knowledge of fiscal planning and budget preparation.
- Knowledge of equity, diversity, and inclusion principles and practices in libraries.
- Knowledge of Federal, State, and Local laws.
- Knowledge of City practices, policies, and procedures.
- Knowledge of supervisory and managerial techniques and principles.
- Skill in oral and written communication.
- Skill in handling multiple tasks and prioritization.
- Skill in using computers and related software, including Microsoft Office products.
- Skill in data analysis and problem solving.
- Skill in planning and organizing.
- Ability to forecast public demand for services.
- Ability to stay abreast of library trends.
- Ability to establish and maintain good working relationships with other City employees and the public.
- Ability to provide high-level customer service.
- Ability to work with people of diverse backgrounds.

**Criminal Background Investigation**
This position has been approved for a Criminal Background Investigation.

**EEO/ADA**
City of Austin is committed to compliance with the Americans with Disabilities Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please call (512) 974-3210 or Texas Relay by dialing 7-1-1.

The City of Austin will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability, or sexual orientation. In addition, the City will not discriminate in employment decisions on the basis of an individual’s AIDS, AIDS Related Complex, or HIV status; nor will the City discriminate against individuals who are perceived to be at risk of HIV infection, or who associate with individuals who are believed to be at risk.

**Information For City Employees: If you are an employee within**
the department, are in good standing and meet both the minimum and preferred qualifications, then you will receive an initial interview.

**Supplemental Questions**

Required fields are indicated with an asterisk (*).

1. * Graduation with a Bachelor’s degree from an accredited college or university in a related field, plus six (6) years of relevant experience, including three (3) years of experience in a lead or supervisory capacity. OR Graduation with a Master’s degree from an accredited university in a related field, plus four (4) years of relevant experience, including two (2) years of experience in a lead or supervisory capacity.
   - Yes
   - No
2. * This position requires a criminal background check. By selecting the following, you are acknowledging that you understand if you are selected as a top candidate for this position, you will need a successful Criminal Background Investigation (CBI) to be hired.
   - I acknowledge and understand this position requires a Criminal Background Investigation (CBI).
3. * This position requires a Valid Class C Driver License. Do you have a Valid Class C Driver License or if selected for this position, do you have the ability to acquire a Valid Class C Driver License by your hire date?
   - Yes
   - No
4. * The City of Austin Driver Eligibility Standards require that External New Hires meet the City’s Driver Record Evaluation (DRE) requisite. To be considered for a driving position, applicants cannot have more than three moving violations or a total of six Driver Record Evaluation points within a period of thirty-six (36) months. Do you meet this requirement?
   - Yes
   - No
5. * What is the highest level of management experience you have?
   - Lead
   - Supervisor
   - Manager
   - Senior Manager
6. * Describe your experience managing direct reports: (hiring, training, developing, managing performance, motivating, team building, conflict management, etc).
   (Open Ended Question)
7. * Do you have experience in planning, implementing, and evaluating library operations in a multi-branch system?
   (Open Ended Question)
8. * Please describe your experience in conflict resolution and resolving issues with staff performance and behavior.
   (Open Ended Question)
9. * Describe your experience with both the development and implementation of innovative and equitable engagement strategies which target diverse customers and groups.
   (Open Ended Question)
10. * This position may work at other library locations to meet business needs; therefore, a valid operator’s license and use of a personal vehicle is required. Do you meet this minimum requirement with or without accommodations?
    - Yes
    - No
11. * My job application is detailed and complete, and I understand that if I am selected as the top candidate for this particular job, my salary will be determined based on the experience submitted on my job application.
    - Yes
    - No

Optional & Required Documents

Required Documents
1. Cover Letter
2. Resume

Optional Documents