

The Hackley Public Library seeks an experienced and customer-focused professional to join our team as the Main Floor Manager.

**About the Role:**

In this patron-facing leadership role, you will manage patron services to deliver exceptional experiences. You'll oversee the Circulation and Tech Help Desk teams, providing training and mentorship and fostering a positive team culture. Your expertise in streamlining operations, implementing innovative services, and maintaining high customer service standards. You'll collaborate across departments to ensure seamless service integration while upholding our commitment to creating an inclusive, welcoming environment that inspires lifelong learning in the community.

**Key Responsibilities:**

- Manage circulation desk operations, including checking materials in/out, shelving, and patron assistance
- Schedule and supervise circulation desk and computer lab staff
- Prepare monthly circulation statistics reports
- Assist with hiring and training of new circulation staff
- Represent the library at circulation forum meetings and communicate relevant info to staff
- Provide technology support to patrons accessing library apps and computers
- Maintain patron database and Library of Things collection

**Qualifications:**

- Some library experience required; supervisory experience preferred
- Customer service experience in any field
- Bachelor's degree in a related field preferred
- Knowledge of library services and materials
- Proficient with integrated library systems
- Excellent communication and problem-solving skills
- Ability to work in a busy, public environment and lift to 35 lbs.

**Schedule:**

40 hours per week, including evenings and Saturday rotation

**Overview:**

The Patron Services Manager is a full-time 40-per-week position with a starting rate of \$21.17, depending on the candidate's experience level. The role comes with fantastic benefits and paid time off, including comprehensive health, dental, and vision insurance, generous vacation and sick leave, a retirement plan, and professional development opportunities.

If you are an experienced business professional with a passion for public service and a commitment to supporting and empowering staff, we encourage you to apply for this exciting opportunity. Join our team and help shape the future of Hackley Public Library!

**To apply, please submit your resume and cover letter to Joseph Zappacosta at [jzappacosta@hackleylibrary.org](mailto:jzappacosta@hackleylibrary.org)**