

REGIONAL BRANCH MANAGER

SUMMARY

The Regional Branch Manager is a key leadership role responsible for guiding multiple library branches within a designated geographic area. This position provides direct oversight of a home branch and leads branch managers within the region to ensure consistent, high-quality service. The Regional Branch Manager champions alignment with Mid-Columbia Libraries' (MCL) mission, policies, and strategic initiatives, while actively bridging communication between branch operations and system-wide administration.

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operations & Policy Management:

- Serve as the primary point of contact for policy and procedural questions from branch managers in the region.
- Address customer complaints escalated beyond branch-level management.
- Assist in creating, updating, and supporting routine library policies and procedures.
- Attend regional branch events and support community engagement initiatives.
- Evaluate intermittent weather closure recommendations and communicate regional closure decisions.
- Coordinate staff redirection and operational adjustments in cases of non-weather related facility closures.

Planning & Budget Management:

- Develop and submit annual budget requests for each branch within the region.
- Monitor financial allocations and assist in budget-related decision-making.

Scheduling & Staffing Support:

- Act as a backup for scheduling and staffing needs within the region.
- Review and approve timesheets for additional direct report staff.

Supervision & Performance Management:

- Conduct performance appraisals for branch managers within the region.
- Provide coaching, guidance, and performance improvement plans for direct reports as needed.
- Support disciplinary actions, including performance improvement plans and corrective action.

Meetings & Communication:

- Facilitate monthly 1:1 meetings with branch managers in the region (on-site or via Teams).
- Participate in monthly meetings with the Director of Public Services
- Act as a primary point of contact for department communication, streamlining interactions between branches and administration.

Hiring & Staff Development:

- Lead interviewing and hiring processes for regional staff vacancies.
- Coordinate centralized onboarding and training for new hires.
- Provide local training and ongoing coaching to ensure professional development.
- Address staff concerns and provide ongoing support for operational questions and performance growth.

Supervisory Responsibilities:

Receives general direction from assigned management. Oversees a team of 2-4 managers, plus home branch staff). May coordinate and oversee volunteer staff.

1. **Hiring & Onboarding:** Recruit, interview, and facilitate onboarding training for new library staff.
2. **Scheduling:** Develop and maintain staff schedules to ensure adequate coverage for library operations and services.
3. **Performance Management:** Prepare and conduct regular performance evaluations; set clear performance expectations; and provide regular coaching and ongoing feedback. Identify skill gaps and training opportunities related to position.
4. **Team Support & Engagement:** Foster a positive and collaborative work environment. Guide staff in delivering excellent public service and handling customer concerns. Address interpersonal or work-related conflicts in a timely and professional manner.
5. **Policy & Procedures:** Ensure staff understand and follow library policies, procedures, and best practices.
6. **Disciplinary Actions:** Address performance or behavioral issues through coaching, corrective actions, or policy enforcement.

EDUCATION AND EXPERIENCE REQUIRED

1. Associate of Arts degree from an accredited college.; MLIS preferred.
2. Three years of customer service experience, including public contact. One year of lead or supervisory experience.
3. Or equivalent technical training, education, and/or experience.

COMPETENCIES

1. Current public library policies, procedures, and systems.
2. Library computer systems and applications including circulation software, Internet, on-line databases and email.
3. Collection management practices and procedures including analyzing usage of library collections.
4. Theory and practice of reference service, including adult and children's reference sources and electronic resources, including the Internet and database information retrieval.
5. Knowledge and support of the principles of intellectual freedom.
6. Effective programming for children, young adults, and adults.
7. Principles and practices of goal setting and project management.

8. Current office methods, equipment, practices and procedures including PC usage and proficiency with Microsoft Word, Excel, Power Point, and other personal computer applications, emailing systems, and web-based searching.

Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.
3. Using independent judgment and discretion in a wide variety of situations.
4. Effective written and verbal communications, including public speaking.
5. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters.
3. Promote a culture of belonging by supporting MCL's commitment to a Healthy Workplace.
4. Demonstrate a commitment to ALA's principles of intellectual freedom, the Library Bill Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
5. Manage all aspects of service at the assigned branch.
6. Develop and implement branch goals, objectives, programs and plans.
7. Analyze complex problems, evaluate alternatives, and implement changes.
8. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
9. Plan, organize, and direct the work of self and others.
10. Exercise initiative and independent judgment in a wide variety of situations.
11. Interpret and advocate for community interests and needs, and plan appropriate library services.
12. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time
13. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
14. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
15. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
16. Work evenings and weekends.
17. Obtain a valid Washington drivers license.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
3. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to resolve situations or problems.

FLSA & UNION STATUS: Non-Exempt, Union Position

GRADE/PREMIUM: PREM-500 (Branch Manager pay + 10%)

WORK LOCATIONS: (North Region – Basin City, Connell, Kahlotus, Merrill's Corner, Othello)