Job Description

Position Title: Maker Services Assistant Manager

Classification: I

Supervisor Title: Maker Services Department Manager

FLSA Status: Exempt

## REQUIREMENTS FOR ALL EMPLOYEES

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

## POSITION SUMMARY

Under the supervision of the Maker Services Manager, this position supervises assigned staff and facilitates superior library service to patrons by ensuring that staff are well trained, providing a high level of customer service, and participating in interdepartmental teams.

Specific responsibilities/functions will be assigned by the Maker Services Manager on the basis of experience, skills, and specific needs of the department.

## REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  Master’s Degree) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, facilitating groups in meetings and programs.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, maintaining and organizing digital files, and instructing and training others to use technology.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, planning for long term tasks, and managing time independently.
* **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources and instructing others to access and use library resources.
* **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
* **Instruction and Facilitation** includes instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
* **Core Library Tenets** include understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.

1. Thorough knowledge of general library philosophy, including the Library Bill of Rights, and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
2. Thorough knowledge of maker resources, materials, and techniques.
3. Working knowledge of department equipment and online resources to help answer patron requests.
4. Working knowledge of project planning and implementation.
5. Working knowledge of a variety of maker and maker-related software and equipment and the ability to troubleshoot and problem solve.
6. Knowledge of budget preparation, administration, and supervisory methods and techniques.
7. Five years’ work experience or three years library or maker experience.
8. Experience in equipment management, programming, and customer service.

## ESSENTIAL FUNCTIONS

1. Assists the Maker Services Manager in overseeing equipment and collection management, programming, and services for the Maker Services Department including ensuring the budget is being met and that all staff understand their roles and responsibilities in providing materials, programs, and services to meet patron needs.
2. Hires, trains, coaches, schedules, disciplines, evaluates, and supervises assigned staff.
3. Serves as second in charge in the Maker Services Department and as person in charge in absence of Maker Services Manager.
4. Helps to develop strategic goals, processes, and procedures for the Maker Services Department.
5. Works in conjunction with Maker Services Manager to train, motivate, and reward staff, providing guidance and assistance to staff with daily workflow.
6. Serves as Person In Charge by interpreting and implementing library policies and working closely with the security monitors to resolve issues.
7. Provides assistance and instruction to patrons utilizing maker equipment and software.
8. Participates in program planning, promotion, presentation and evaluation.
9. Participates in appropriate local, state, and national organizations.
10. Participates in relevant training, continuing education and/or staff development.
11. Performs other duties as assigned.

WORK ENVIRONMENT

Work is routinely performed in a busy indoor space and in a shared office. This role routinely uses standard office equipment such as computers, phones, and scanners in addition to makerspace machinery. Noise level may vary from quiet to loud. Some remote work may be available. The employee is required to work evening and weekend hours.

PHYSICAL REQUIREMENTS

1. Constantly communicates with staff and patrons regarding the space, procedures, designing, and use of equipment.
2. Constantly operates a computer.
3. Constantly inspects and operates machinery with buttons or a touch pad.
4. Constantly inspects materials and perceives items both near and far.
5. Frequently positions self to assist patrons.
6. Frequently retrieves and places items with precision.
7. Occasionally moves and places materials weighing up to 35 lbs.