



Community Support Leader (full-time)

Salary Range: \$47,195.20 – \$73,611.20 annually

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PURPOSE OF JOB

Under the general guidance of a location Manager, this position is responsible for leading and supervising library staff to guide and support Columbus Metropolitan Library's Life Skills Strategy at the library location. This strategy focuses on helping customers navigate and access resources and services and build skill in the areas of workforce development, adult education, digital equity and general social/human services.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leads staff in completing essential duties of library operations and customer service.
2. Sets individual performance measurements for staff and holds them accountable as assigned. Responsibilities include coaching, managing, hiring, orienting and evaluating assigned team.
3. Trains staff to perform job duties and tasks including applying and interpreting policies, procedures and service expectations.
4. Assumes responsibility for the operation of the location in the absence of a manager and functions as a member of the location's management team.
5. Supports the development, coordination, implementation and promotion of Life Skills/Social Services programs at the location in areas such as adult education, health care, food insecurity, job training, digital skills, financial support and subsidized housing.
6. Understands and applies a detailed approach to programming/training for customers and staff on the use of community resources. Supports training efforts from outside partners in the library location.
7. Promotes the library and its services through community outreach, relationship building and information sharing with community partners. Leverages knowledge and relationships to bring relevant programs and services to library customers.
8. May participate and present at local, state and national conferences.
9. Maintains local databases, spreadsheets or other tools to use in referring customers to community/social services.
10. Performs additional duties as assigned including serving on task forces, committees, etc.

QUALIFICATIONS AND REQUIREMENTS

1. Bachelor's degree from an accredited college or university in Human Services, Social Work or similar area of study required.
2. Supervisory experience preferred.
3. Ability to use appropriate judgment in handling information and records.
4. Ability to work independently with limited direction.
5. Acts with the customer in mind using information gained from interacting with the customers. Meets the expectations and requirements of external and internal customers.

6. Ability to effectively present in a variety of formal settings - one on one, group, peers, direct reports, etc. Command attention and manage group process.
7. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job-related equipment and systems.
8. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires occasional lifting or pushing of up to 50 lbs. and the frequent lifting or pushing of up to 20 lbs.

SCHEDULE

Combination of mornings, afternoons, evenings & weekends, alternating Friday/Saturday. Sundays as assigned.