

PALATINE PUBLIC LIBRARY DISTRICT

JOB DESCRIPTION

TITLE: Human Resources Manager
REPORTS TO: Executive Director

DEPT.: Administration
CLASSIFICATION: Exempt

Objective:

Oversee and coordinate the Library's human resources activities, including hiring, onboarding, orientation, training, discipline, and compensation and benefits in accordance with the law and the policies and procedures of the Library District. Supervise the operations of the Human Resources staff and serve as a resource to the management team.

Duties:

1. Interview, hire, train, supervise, coach, and evaluate the staff while providing guidance, support, and leadership. Assist in other hiring decisions as required.
2. Assist with the annual budget preparation process with regard to salaries, insurance, and benefits.
3. Perform hiring and job placement activities and assist supervisors by providing training and consulting in hiring, supervising, and evaluating employees.
4. Administer and assist in selection of benefit programs for employees.
5. Advise the Executive Director and Trustees to make certain the District policies with regard to personnel are applied in a legal, consistent, fair, and professional manner and recommend corrective action when necessary.
6. Recommend, develop, and implement human resource programs and policies to align with the achievement of library goals and strategies. Update and revise the Employee Handbook, personnel forms, letters, and job descriptions as needed.
7. Monitor compensation administration and recommend changes to existing programs to meet competitive marketplace objectives.
8. Develop and implement systems and procedures to maintain records on employees and on human resource related programs and activities including worker's compensation administration.
9. Oversee and coordinate Library-wide staff training initiatives and programs. Oversee new employee orientation programs.
10. Coach employees in resolving problems including disciplinary actions.
11. Oversee the volunteer program.
12. Remain informed about state and federal statutes and guidelines which may impact the District's personnel practices.
13. Create reports, surveys, manuals, and other informational documents.
14. Gather, analyze, and report statistical data for staff and the Board as required.
15. Seek ways to incorporate process improvements.

16. Understand and enforce the Library's policies and procedures while safeguarding confidential and restricted information. Effectively convey Library policies and procedures to the public and staff.
17. Work collaboratively with department managers. Participate in overall planning processes as a member of the Library's management team.
18. Participate in professional development by attending appropriate conferences, meetings, workshops, and seminars in order to maintain current expertise in appropriate areas.
19. Participate in library meetings and serve on library committees as assigned.
20. Perform other duties as assigned.

Minimum Qualifications:

Education:

Bachelor's degree in Human Resources or related field or equivalent

Experience:

Minimum of 3 years Human Resource experience required preferably in a public sector or not-for-profit environment, including 1 year supervisory experience or equivalent

Skills:

Office & Library

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures

Communication

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

Customer Service

- Ability to use good judgment creating and following procedures in support of library policies
- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

Organizational

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions

- Ability to work in a supportive manner with colleagues
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

Technology

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including: desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

Legal

- Knowledge of federal, state and local laws as reflected in library policy.

Supervisory Responsibility:

Position has supervisory responsibility. Incumbent is responsible to direct employee(s) engaged in human resources activities. Interview, hire, review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies.

Contacts:

Internal:

Library staff, management, and Trustees

External:

Patrons, vendors, federal and state agencies, other libraries, and community organizations

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include: speaking, hearing, vision and keyboarding ability sufficient to adequately perform the job, and the ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

Working Conditions:

Work is performed in a typical library environment. Full-time position. May require occasional weekend or evening work. Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.