OVERVIEW

Millinocket Memorial Library seeks a full-time Operations Manager to oversee customer service, circulation, library operations, and facilities maintenance. The Operations Manager will provide support in areas of collection development and resource navigation.

JOB RESPONSIBILITIES AND DUTIES

Customer Service
- Provide friendly and efficient customer service to the public
- Offer technical assistance in use of computers, printers, ebooks, etc.
- Provide library services, including circulation, interlibrary loans, library card registration, and use of meeting rooms
- Serve as a knowledgeable advocate for regional resources, services, and programs

Circulation & Operations
- Manage staff, volunteers, and interns at the circulation desk
- Develop and uphold systems, policies, and procedures that streamline library operations

Facilities Maintenance
- Coordinate facilities volunteers and maintenance vendors to complete service and repairs
- Ensure library technology is updated and functional
- Perform basic building maintenance and cleaning tasks as needed

Other
- Support other staff with collection development and resource navigation service
- Perform other tasks as assigned

QUALIFICATIONS

Preferred Qualifications
- Experience working in a library
- 2-4 year college degree in a related field or equivalent experience
- Familiarity with community groups and resources in the Katahdin Region

Minimum Qualifications
- 3-5+ years of customer service experience
- Patient and comfortable with working with people of all ages, backgrounds, and abilities
- Strong understanding and respect for confidentiality and professional boundaries
- Excellent written and verbal communication skills
- Project management experience
- Staff training and supervision experience
- Flexible, curious, and comfortable learning while doing
- Strong attention to detail
- Ability to work independently
- Ability to organize and prioritize tasks
- Comfortable with and highly motivated to use technology across many platforms
- High School Diploma or GED

Physical Demands and Safety
This position requires regular standing, occasional sitting, reaching with hands and arms, climbing or balancing, and stooping, kneeling, or crouching. You will have to regularly lift and/or move up to 50 pounds.

TERMS
This position will be full time (35 hours per week), which will include some evening and weekend hours. Some flexibility in scheduling is needed, including availability to work extra hours on occasion for events or to fill staffing needs. Compensation will be determined based on skills and experience, with a starting salary range of $19-$23 per hour. Benefits include paid time off, paid sick leave, paid holidays, and a health insurance stipend.

HOW TO APPLY
Please send your complete application consisting of a resume, cover letter, and contact information for three professional references to Hiring@MillinocketMemorialLibrary.org. Incomplete applications or those submitted through job websites will not be considered for this position. Any questions about this position can also be directed to Hiring@MillinocketMemorialLibrary.org.

Review of applicants and interviews will begin immediately until the position has been filled. Preference will be given to applicants that apply by October 9, 2023.

ABOUT MML
The mission of the Millinocket Memorial Library is to enrich lives, inspire imaginations, and empower community. As an innovative partner in the Katahdin Region, the library brings organizations together to create new programs and services that support a thriving community for all.

Library employees are stewards of an essential community space and resource hub. As a workplace, we value respectful and transparent communication, partnership, and engagement. Although the experience and qualifications listed above would be helpful, if you share our values and have the abilities and traits we’re looking for, all necessary training will be provided.