



## Head of Human Resources

Department: Administration

Reports to: Director

Chain of Command: No

Certifications: n/a

Level: 4

FLSA Status: Exempt

### Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting HR and personnel procedures into action.

### Essential Functions

#### Expertise

- I lead within the library by participating in Daily Council, meeting with my supervisor regularly, recommending and implementing policy and procedural changes, and serving as a liaison to other departments.
- I make sure the library complies with all federal, state, and local human resources requirements and laws, and maintain all personnel records.
- I lead other supervisors in supervision, including but not limited to recruiting, selecting, coaching, counseling and disciplining of staff. I stay knowledgeable and recommend current human resource best practices.
- I implement human resource policies and procedures for staffing and employment processing. I assist and act as backup for the Head of Finance for compensation, benefits, and payroll.
- I demonstrate an ongoing commitment to making our workplace equitable, diverse, and inclusive.
- I recommend health and safety procedures regarding workers compensation.
- I help run human resources by having regular communication with staff as necessary, prepare reports as required, and in general oversee daily operations to be sure we are offering our best to library patrons and staff.
- I coordinate volunteer assistance by recruiting, interviewing and assigning volunteers for appropriate help in the library.
- I work with department heads and other staff to assign appropriate tasks for volunteers and keep a current list of active and inactive volunteers.
- I encourage a culture that welcomes and wants volunteers at the library, partially by chairing a volunteer recognition event at least once a year.
- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.

### Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials by maintaining employee operations.
- I remain customer focused when offering assistance to patrons and employees or when answering directional or general library questions.
- I communicate well when answering the phone in order to assist vendors, patrons and staff.
- I understand technologies such as the copier and the fax machine.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

### Professionalism

- I am a vital component in an engaged and thriving community.
- I represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to email, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

### Nonessential Functions

- I assist frequently in planning and establishing events that boost staff morale and value.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team, and help coworkers in my own department and in other departments as I am able.

### CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

## Knowledge and Skills

- I use highly developed discretion and tact when interacting with staff and patrons and do not encourage or participate in conversations that could be construed as gossip.
- I respect the confidential nature of the highly sensitive information I handle.

## Educations/Experience and any pertinent Certifications

- Bachelor's degree required.
- Coursework, experience and/or certification in Human Resources preferred.
- Must have a valid Indiana's driver's license, or the ability to attain one.

## Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand and walk for required periods of time
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to handle objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

*This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.*

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.