

Manhattan Public Library Job Description

Job title: Human Resources Manager

Department: Administration

Exempt: Yes (Professional)

Salary grade: S

Reports to: Director

Supervisory responsibilities: No

Summary: Responsible for meeting the needs of a diverse community through planning, organizing, managing, and directing the day-to-day operations of the Human Resources Department. Includes hiring, training, evaluating, and managing staff performance. Maintains compliance with local, state, and federal employment laws. Develops and delivers training and continuing education programs for all employees.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Provides equitable service to all library users.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential Leadership competencies that apply to supervisors, managers, and directors:

- Demonstrates good judgment and effectively solves problems within the library's established policies and procedures; utilizes operational knowledge to make sound decisions; weighs costs, benefits, risks, and chances for success; anticipates possible problems and develops contingency plans.
- In consultation with the library director, guides department or department in alignment with library strategic goals and objectives; ensures execution of efficient processes to maximize all library resources.
- Serve as a representative of the organization's leadership by supporting and positively reflecting administrative decisions, policies, procedures, and strategic initiatives in all communications and interactions with staff, patrons, and stakeholders.
- Responds to complaints and grievances in a professional and courteous manner.
- Effectively communicates department activities internally and externally.
- Develops and models standards for internal and external customer service excellence.

- Trains and oversees staff within area of responsibility. Follows up to provide support and learning reinforcement.
- Clarifies subordinate roles and responsibilities; motivates employees to perform; assigns and delegates work effectively; applies consistent performance standards and expectations; handles performance problems decisively and objectively; leads by example.
- Establishes priorities and deadlines for work assignments.
- Ensures adequate staffing and scheduling to support priority goals and objectives.
- Creates a culture of support, provides pathways to success and removes obstacles that impeded success.
- Assesses the knowledge, skills, attributes and needs of staff in order to plan, provide and evaluate training.
- Allows subordinate employees opportunities to learn new skills.
- Maintains all types of records including library statistics, operational procedures, and budgets.
- Maintains confidentiality of personnel and patron information and records.
- Consistently enforces library personnel policies and procedures.
- Makes hiring and promotional recommendations and decisions.
- Makes recommendations regarding the performance of employees who perform poorly.
- Monitors and documents subordinate employee performance, milestones, and progress.

Essential duties:

- Manages the day-to-day HR operations and oversees the full employee lifecycle, including recruitment, interviewing, hiring, onboarding, development, and offboarding.
- Coordinates and conducts employee orientation.
- Ensures compliance with federal, state, and local labor laws, as well as HR best practices.
- Oversees performance management processes, including reviewing documentation and advising supervisors on goal setting, coaching, and employee evaluations.
- Provides guidance to supervisors and managers on employee relations, performance expectations, conflict resolution, and disciplinary actions, ensuring adherence to library policy and legal requirements.
- Recommends staff disciplinary action or terminations following library policy.
- Develops, implements, and maintains HR policies, procedures, and personnel records, including regular review of the personnel policy manual.
- Collaborates with leadership to support organizational development initiatives and promote a positive workplace culture.
- Plans, organizes, and delivers staff development programs, including supervisory training and skills development for employees.
- Manages the Manhattan Library Foundation scholarship program.

Budgetary responsibilities: Identifies expenses necessary to operate areas of responsibility.

Education desired:

- Bachelor's Degree in related fields
- SHRM Certified Professional (SHRM-CP or SHRM-SCP).

Experience desired:

- Three years' management experience including supervisory duties.
- Two years' experience in public library service role.

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Strong knowledge of employment laws and HR best practices
- Excellent interpersonal, communication, and organizational skills
- Proven ability to handle confidential information with professionalism.
- Knowledge of modern office and business operations.
- Ability to maintain all types of records including personnel and business records.
- Extensive knowledge of management and supervision principles.
- Extensive knowledge of modern human resources practices.
- Extensive knowledge of current local, state, and federal labor laws.
- Knowledge of human resources software and human resources information systems.

- Advanced ability to prepare reports for publication.
- Demonstrated ability to train staff in small and large groups.
- Ability to operate a PC and relevant computer software.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, fractions, percentages, ratios, and proportions to practical situations.

Physical and mental factors needed to perform the essential functions of the job:

- Move up to 20 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access workspace, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERs).
