

MANAGER
UNION DATABASES DEPARTMENT

For over 25 years, Innovative Interfaces has dedicated its energies to meeting the needs of libraries and the challenges of library automation. Core to this mission are trusted products including the Millennium integrated library technology platform, INN-Reach next-generation resource sharing, the Symposia digital repository, and Electronic Resource Management. Today, thousands of libraries of all types in over 40 countries rely on Innovative's products, services, and support. The company is located in Emeryville, California with offices around the world.

The Manager, Union Databases Department, reports to Vice President, Library Service and is responsible for the overall leadership, management and provision of services to libraries which participate in INN-Reach systems. An Innovative flagship product, INN-Reach seamlessly connects multiple library automation systems and allows patrons from one library to request and borrow materials belonging to another library. The Manager has responsibility for a staff of 7 who provide a full range of services to customers beginning with implementation and continuing through support and release enhancements. The Manager is a member of the Library Service management team. The position is based in Emeryville, CA.

RESPONSIBILITIES

- Provides strategic leadership for the department to enable the department to best fill its mission. Plan and execute change as the company and its products evolve.
- Direct implementation projects, supervise support staff, and act as primary functional expert for the INN-Reach product.
- To consult and liaise with customers in the successful provision of quality INN-Reach services. Builds and maintains on-going relationships with customer project leads.
- To liaise and consult with other Innovative departments and staff to achieve the successful provision of quality services to clients
- To apprise executive management and INN-Reach product management on product development issues identified through technical support calls and/or customer interaction. To participate in and activate strategies for solutions.
- To plan and schedule levels of support according to product release schedules. To plan for rollout and implementation of new services available with product releases.
- Works with documentation department to recommend, review, and critique documentation. Responsible for supplemental documentation for staff and customers.
- Performs duties and responsibilities in a timely and effective manner in accordance with established company policies.
- Maintains a positive working relationship with all company employees to foster and promote a cooperative working environment.
- Projects a favorable image of the company to promote its objectives and acceptance of all of its areas of endeavor.
- Performs all necessary supervisory functions to effectively and efficiently manage staff:
 - Recruits and maintains a qualified staff
 - Ensures compliance with company policies and procedures
 - Communicates areas of accountability and performance expected of staff members

- Determines standards of performance as a basis to review progress of staff members
- Recommends timely salary adjustments, transfers, promotions and dismissals
- Ensures proper training and development of staff members
- Other duties as assigned.

REQUIREMENTS

- MLS or equivalent
- Minimum of 3+ yrs of industry exp in at least one of the following areas:
 - INN-Reach services
 - Library circulation department or library technical services
 - Software support or help desk
- Minimum of 1 year of management experience or equivalent
- Ability to work flexible hours
- Broad experience in the development, implementation and use of automated library systems
- Outstanding management and leadership skills
- An understanding of the provisions of high level client/customer service
- An understanding of automated/computer systems and information technologies
- Experience with project management processes
- Ability to manage competing priorities
- Excellent information literacy skills
- Outstanding teamwork skills with ability to lead and promote multi-team collaboration
- Excellent communication and interpersonal skills
- Flexibility, adaptability and ability to show initiative
- Ability to work effectively and accurately under pressure

Salary Range:

Salary commensurate with experience.

Please send resume:

MAIL: Innovative Interfaces Inc., ATTN: Job Code: MUDB
5850 Shellmound Way
Emeryville, CA 94608

FAX: 510-450-6396

E-MAIL: hrdept@iii.com

WEBSITE ADDRESS: <http://www.iii.com>

Innovative Interfaces is an Affirmative Action/Equal Opportunity Employer