

Change Your Life. Change The World.



Hartford Public Library has gained national recognition in redefining the urban public library in the 21st century as an innovative and stimulating place where people can learn, discover and explore their interests through a rich array of resources. Our mission is to provide free resources that inspire reading, guide learning and encourage individual exploration.

Customer Experience Officer

We're looking for an exceptional person to join our team of transformational leaders as our Customer Experience Officer (CXO) during a historic time in the world of public libraries and at the Hartford Public Library. This CXO will partner with our creative and innovative leadership team to deliver an even greater level of service to a supportive and engaged community. He or she will ensure that HPL is delivering exceptional customer experience through impactful programs and services as one of the country's most innovative and diverse public libraries. The successful candidate will demonstrate an ability to blend leading-edge library services with the most successful retail and digital applications from a broad spectrum of related sectors, including education, business, government, non-profit, and cultural. The CXO will report directly to the CEO and lead all public service staff.

If you are this person, please contact us at 860-695-6374 or cpoehnert@hplct.org.

Salary range \$97,000 - \$122,000 annual

