



HUMAN RESOURCES

POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Job Title: Public Services Operations Manager
Location: System Responsibilities – Charleston Main
Reports To: Associate Director, Public Services
Last Revision Date: 9/2008

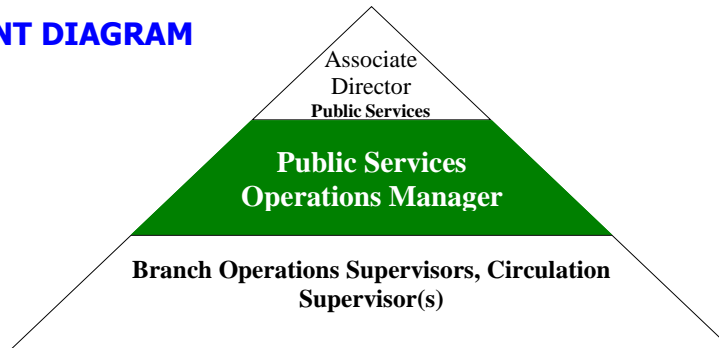
PURPOSE

The Public Services Operations Manager is responsible for the provision of Main Library circulation/technology center services and all public service functions for Library branches and bookmobile. Plays a key role by contributing to the planning, evaluation, development and implementation of public services objectives and policies in the system. Establishes standards and procedures related to assigned areas. Provides professional-level support to the Associate Director of Public Services in a variety of areas.

NATURE & SCOPE

This position's primary responsibilities include generally diversified and complex activities. This position will maintain relationships with internal and external contacts necessary for organizational effectiveness; work independently on general assignments, and take action without direction except when formal policy changes are required, major investments are involved, or long-term programs are affected. This position will provide general supervision of subordinate supervisors.

ORGANIZATION PLACEMENT DIAGRAM



QUALIFICATION GUIDELINES

Education	Experience
Essential	
Master's Degree in Library Science Awarded by ALA accredited institution	Four (4) or more years professional library experience. Two (2) years of progressively responsible supervisory experience over a moderate number of subordinates, including professional level positions. Experience in training staff and writing policy in areas related to public/customer service. Working knowledge of Microsoft Windows (XP preferred) and office software.
Preferred	
	Public Library experience Experience using SIRSI Experience working in a non-profit or public environment in a closely related role
Ability to:	

Provide proof of valid driver's license with acceptable driving record.
 Demonstrate analytical skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies.
 Convey ideas, information, and training through public presentation, verbal and written communication

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification



HUMAN RESOURCES

POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

PRIMARY ACCOUNTABILITIES

- Interpret organizational vision, goals, objectives in support of expectations for service, employee retention, use of technology, and other services provided to the public.
- Select, evaluate, train, and provide leadership and direction to reporting staff following established guidelines. Ensure teamwork and commitment to excellence in providing consistent and high quality services and compliance with standards, practices, and policies. Act as a resource for supervisors and their teams, promoting growth, performance improvement and skill development.
- Develop strategies and tactics to enhance public service operations efficiency and effectiveness as related to assigned functions. Stay abreast of new trends and innovations in public services operations management. Provide solutions based on the Library System's direction, operations, processes and principles.
- Maintain knowledge of and assist in the development of changes in public policies and new service initiatives; Plan, adjust, communicate and insure related training for system-wide public services operations staff as needed.
- Act as a liaison with internal teams and branch advisory boards as appropriate to ensure quality of solution and service delivery, focus, prioritization, and alignment
- Oversees public use of meeting rooms in system
- Assist in the establishment and adherence of safety and facilities procedures as related to public services operations
- Compiles and analyzes data/surveys, prepares reports and procedures, and summarizes activities monthly or as assigned
- Develops, reviews and monitors related budget requests and expenditures
- Interprets and explains policies to public and staff. Resolves library user concerns and complaints
- Works with teams and other departments to ensure efficient/effective acquisitions and access to the collection to include assisting with and insuring appropriate stack maintenance and weeding, website and intranet content development and maintenance, delivery of programming services, and providing a clean/safe environment for staff and public
- Promotes awareness of available library services in the community as assigned.
- Researches, recommends, implements and monitors independently or with others, special projects, grant proposals, etc. as assigned
- Works and observes regularly at assigned public service areas to answer questions and provide readers' advisory information; and to monitor library user service needs; and demonstrates and trouble shoots the use of equipment, PCs and related software as needed
- Support department and system-wide event planning and execution (i.e. BookFestival, Staff Development Day)
- Carry out any other duties within the scope, spirit and purpose of the job

ESSENTIAL ABILITIES

- ◇ Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.
- ◇ Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports, requests for proposals, specifications and related materials in both electronic and hard copy form.
- ◇ Ability to regularly ascend or descend a series of stairs or several tiers of stairs frequently throughout the workday.
- ◇ Ability to work a flexible schedule, to include after-hours with resulting return to duty.
- ◇ Ability to travel to and from various locations.
- ◇ Ability to learn and carry out the primary accountabilities of the assigned position.
- ◇ Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.
- ◇ Ability to effectively communicate in writing and orally on job progress, personnel management, and other overall assignments and responsibilities.
- ◇ Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Position Descriptions are subject to modification