

Position Title	Operations Manager		
Working Title			
FLSA Status	Exempt	Job Code	0915
Salary Band	MP5	Revised	1/2019

General Purpose

As a Division manager of the Public Services department, develops, implements and oversees District-wide library operations that respond to community needs and align with the District's mission, vision and strategic plan.

Illustrative Examples of Duties and Responsibilities

Collaborates with the Operations Director, Public Services Managers, the Customer Services Manager, IT Manager to allocate staff resources and to coordinate programs and services.

Provides information and training to library staff on library policies and procedures, goals and objectives, as well as technologies and methodologies designed to enhance service, programs and strategic activities.

Evaluates emerging trends, services and products and recommends potential integration into library operations, incorporating the needs of the community.

Manages projects and develops implementation plans for approved operational initiatives.

Recommends budget for operational expenses and monitors expenditures. Assists in developing and administering the annual budget for library services, including personnel, furnishings, equipment and supplies. May apply for grants to fund District and /or local initiatives; monitors grant expenditures and submits required reports.

Coordinates, plans, implements and evaluates library operations in the libraries to meet the District's mission, goals and objectives; analyzes community library operational needs and recommends changes in policies, procedures, practices, equipment, facilities and/or staffing to meet those needs. Coordinates with the appropriate department to resolve issues pertaining to buildings, equipment, materials and daily business operations that impact all libraries.

Acts as liaison with other departments and divisions such as Information Technology, Collection Services and Communication to provide resources and services for library customers.

Works with Public Services Managers to provide regular updates to Library Supervisors and other frontline staff regarding proposed or ongoing programs, services and activities that may impact library operations and service delivery.

Gathers and analyzes data for various internal reports concerning library service activity; recommends allocation of staff and other resources based on analysis.



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

Interviews, selects, hires and trains assigned staff; directs, plans, assigns and determines the manner of work performed. Provides effective direction to ensure objectives are met in a timely and efficient manner.

Provides information and training to library staff on library policies and procedures, goals and objectives, as well as technologies and methodologies designed to enhance service, programs and strategic activities.

Addresses customer comments and complaints; enforces the District's Code of Conduct Policy and responds to emergencies in situations that may be stressful or unpleasant.

Assists in developing and implementing District-wide policies, procedures, operations and services.

May participate on District-wide work groups such as the Strategic Planning Committee and be responsible for project management related group work.

Performs other related duties as assigned.

Supervision

Reports to: Operations Director

Supervises: Managing Librarian, Library Supervisor, Public Services Manager

Minimum Qualifications

Required

- Master of Library and Information Science or Equivalent
- Professional Librarian's Certificate issued by the Washington State Library (or its predecessor) as required by RCW 27.04.055
- Five years recent professional level library experience required with at least two years recent experience in library operations planning, development and execution

Preferred

- Two years recent supervisory experience
- Multiple-site management experience preferred

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Fundamental principles and practices of library operations and resources



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- Principles and practices of supervision, organizational development and leadership management
- Principles of intellectual freedom and open access

Skill in

- Use of computer systems and various software programs, including integrated library system (ILS), to access information.

Ability to

- Train and direct the work of other staff.
- Communicate effectively both orally and in writing
- Organize, implement, evaluation and modify library service programs
- Find and use resources to provide requested information
- Consistently demonstrate quality customer service behavior(s).
- Maintain confidentiality of member information.
- Establish and maintain effective working relationships in a team environment.
- Use initiative, problem-solving skills, and sound judgment.

Work Environment/Physical Demands

Work is performed primarily in a library environment. Work may be performed at offsite locations during library outreach activities. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Special Requirements

- Criminal background check required.
- Must have valid driver’s license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.



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The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



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