

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Community Engagement Manager		
Reports to	Executive Director	Supervises	N/A
FLSA/WMWA Status	Not eligible for overtime	Remote Work Status	Eligible for remote work
Revision Date	February 2025	Compensation Band	MP5
Working Hours	While the District makes a good faith effort to maintain regular, predictable schedules for employees, the District operates public facilities 7 days a week and employees are expected to be available to work a variety of hours. Employees are scheduled according to the needs of the District which may include variable days, evenings, and weekends.		
Required	Background & driver license check		

Job Overview
Working autonomously in a complex environment, this position establishes and supports growth of collaborative relationships with community organizations, businesses, and individuals to engage employees & community members in promoting the District's mission.

Qualifications	
The ideal candidate will be able to build relationships at all levels, have an advocacy mindset and a desire to find ways to organize evidence, attention, and action to create positive change, as well as four years of community engagement and relationship-building experience and a passion to elevate their community's voice and to learn about the District and how it can benefit and serve them better.	
The District may accept an equivalent combination of education and experience in lieu of the above requirements.	
Ability to	Proficiently document, organize, and report on what they hear from community members
	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Communicate effectively with staff and customers
	Consistently demonstrate effective customer service behavior(s)
	Establish and maintain positive team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines.
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain: <ul style="list-style-type: none">• Confidentiality of customer information• & manage details of multiple projects• Professional boundaries with community members while building trust and respect
	Model behavior for high levels of service
	Provide third party reviews of written or interpreted content
	Speak publicly to execute District programs and represent the District to community groups
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Willingness and ability to learn about public engagement best practices
	Work quickly and accurately, follow directions, and meet deadlines
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Library services and resources
	Microsoft Office and other software applications
	Principles of intellectual freedom and open access
Other	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed 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.

Coordinates and implements the Board-approved strategic plan.

Develops and implements a comprehensive community engagement program, including the training of staff in community engagement methodology.

As a vital link between the District and the communities we serve, build strong relationships, promote our mission, and facilitate effective communication.

Helps establish and maintain a network of relationships with community organizations, businesses, and individuals to promote the District's mission.

Collaborates with local community organizations, government agencies, and stakeholders to identify opportunities for partnership and collaboration on community initiatives.

Develops and strengthens District partnerships with community organizations to enhance awareness of the District's mission and services; attends relevant community events.

Leverages resources and talent within the community to meet community information needs.

Acts as a bridge between the organization and the local community, fostering positive relationships, and maintaining a strong presence within the community.

Advocates for community needs and concerns within the organization, ensuring that community voices are heard and considered in decision-making processes.

Facilitates effective communication between community members and the organization, conveying information, updates, and resources in a clear and accessible manner.

Collaborates with community members to identify their needs, challenges, and aspirations, and communicate these insights to the organization to inform program development and improvements.

Provides information and referrals to community organizations seeking assistance or resources, connecting them with appropriate services or programs both within and outside the organization.

Collaborates with partner entities to plan and organize community events, workshops, and meetings that promote community engagement, education, and awareness of available services.

Gathers and maintain data on community demographics, concerns, and feedback to support evidence-based decision-making.

Enforces the Code of Conduct.

Work to resolve internal and external customer issues effectively and with a customer-first mentality; refer to other departments or staff as necessary.

In addition, this position may:

- May assist in developing and implementing District-wide policies, procedures, operations and services.
- May act as liaison with other managers, divisions, and departments such as IT, Collection Services and Communication to provide resources and services for library customers.
- May act as liaison with other managers to provide regular updates to Library Supervisors, Managing Librarians and other frontline staff regarding proposed or ongoing programs, services, and activities that may impact library programs and service delivery.
- Clean & disinfect work area.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

Work Environment

Work is performed in an office environment. Work may be performed at libraries and/or offsite locations.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

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.

Psychological Demands
Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.