

# SPOKANE COUNTY LIBRARY DISTRICT

<b>Job Title</b>	Operations Manager		
<b>Reports to</b>	Operations Director	<b>Supervises</b>	Library Manager Library Supervisor Customer Services Manager
<b>FLSA/WMWA Status</b>	Not eligible for overtime	<b>Remote Work Status</b>	Eligible for remote work
<b>Revision Date</b>	April 2024	<b>Compensation Band</b>	MP5
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

## Job Overview

Serving as manager for the Public Services department, this position develops, implements, and oversees District-wide library operations that respond to community needs and align with the District's mission, vision, and strategic plan.

## Qualifications

The ideal candidate will be able to build relationships at all levels, have a post-secondary degree in a field related to libraries, organizational operation, or similar, with five years professional-level experience, two years' experience in operations planning, development, and execution as well as 2 years supervisory experience.

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

Ability to	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
	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 confidentiality of customer information
	Model behavior for high levels of service
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Fundamental principles and practices of library operations and resources
	Library services and resources
	Microsoft Office and other software applications, including integrated library system (ILS)
	Principles and methods of supervision, management, and training
	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, 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.

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

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

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

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

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.

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.

Enforces the Code of Conduct.

Addresses customer comments and complaints; works 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:

- Participate on District-wide work groups such as the Strategic Planning Committee and be responsible for project management related group work.
- Respond to customer inquiries regarding library services and operations.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

**Supervisory Responsibilities**

*The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

**Work Environment**

Work is performed in a library environment.

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 stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

**Psychological Demands**

Make decisions, supervise staff, 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 issue.