

Position Title	Public Services Manager		
Working Title			
FLSA Status	Exempt	Job Code	
Classification	MP5	Latest Revision	09/2021

## General Purpose

Operating autonomously in a complex environment, this position serves as a division manager of the Public Services department, developing, implementing and overseeing District-wide programs and services 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, other Public Services Managers, Customer Service Manager, Information Technology (IT) Manager, and Operations Manager to allocate staff resources and to coordinate programs and services.

Coordinates and develops effective partnerships with local civic organizations, businesses, schools, and other community groups that leverage District programs and services to meet community goals; represents the District to identified community organizations.

Provides estimates and forecasts of library services needs to assist in long- and short-range planning; identifies trends in customer use of library services, website and collection; adjusts resources to meet changing community needs.

Evaluates emerging trends, services and products and recommends potential integration into library services in-library, out of the library and online, incorporating the needs of the community.

Manages projects and develops implementation plans for approved service initiatives.

Recommends budget for programming and service 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.

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

Acts as liaison with other Public Services 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.

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

Provides information and training to 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.

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

May coordinate, plan, implement and evaluate a comprehensive program of library services, to be provided at District locations and partner sites, that are responsive to identified community needs and align with strategic goals and objectives; trains staff to conduct or implement programs; ensures timely and consistent delivery of programs and services.

May evaluate, monitor and recommend databases, learning tools, and other products and services. Assists in selecting vendors, developing service agreements and managing vendor projects in identified strategic service priority.

May plan, coordinate and evaluate online programs and initiatives, including service-related content, resources and experiences; promotes reading and use of digital resources for all ages via the District's online presence.

Coordinates and approves roles, permissions and work-flow structures to allow appropriate staff to contribute new web content and/or add, change, schedule or delete existing web content. Monitors online services to ensure consistency with District standards.

May participate on District-wide work groups such as the Editorial Board, Web Team, and/or Strategic Planning Committee and be responsible for project management related to group work.

May perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other related duties as necessary.

*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.*

**Supervision**

Reports to:	Operations Director
Supervises:	Librarian

**Minimum Qualifications**

Required	Master of Library & Information Science or equivalent
	Professional Librarian’s Certificate issued by the Washington State Library as required by RCW 27.04.055
In addition to the above requirements, the ideal candidate will have five years recent professional level library experience, with two years supervisory experience, as well as experience in strategic partnership development and library program and service planning, development & execution.	

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 programs and resources
	Principles and practices of supervision, organizational development, and leadership management
	Principles of intellectual freedom and open access
Skill in	Use of Microsoft Office and other software applications
	Train and direct the work of subordinate staff
	Organize, implement, evaluate, and modify library service programs
	Find and use resources to provide requested information
Ability to	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s);
	Interact in a professional and respectful manner with District staff and the public;
	Maintain confidentiality of customer information;
	Establish and maintain effective working relationships in a team environment;
	Use initiative, problem-solving skills, and sound judgment;
Work quickly and accurately; follow directions; meet deadlines.	

**Work Environment**

Work is performed primarily in a library environment The noise level is usually quiet to moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur.
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**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.
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May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.  
May be required to perform duties outdoors, in various weather conditions.

**Special Requirements**

Background check required per policy.

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 various locations to perform work, and/or attend work-related meetings, workshops or conferences.

*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.*