



JOB DESCRIPTION

TITLE: Community Services Director
REPORTS TO: Executive Director

DEPT: Administration
CLASSIFICATION: Exempt

Objective:

Oversees and manages Community Services division. Coordinates and supervises the operations of community services departments. The individual is a member of the senior management team which develops and implements strategic plan, budget, and policy. Leads the Library's community engagement and outreach efforts and activities; identifies, builds and manages partnerships with community members, organizations, businesses and government officials. Oversees Community Engagement Coordinator, Branches, and Member Services Departments ensuring that departments are living up to the Library's mission, vision, and culture statement.

Duties:

1. Interviews, hires, trains, schedules, supervises, coaches, and evaluates departmental staff while providing guidance, support, and leadership, within the culture of the organization. Assists in other hiring decisions as required.
2. Develops goals that correlate with the Library's strategic goals and mission for each department supervised.
3. Assists with the annual budget preparation process as well as creation, evaluation, and revision of mission-critical documents such as tax levy and budget & appropriation ordinances, strategic plan, disaster plan, and Library policies. Administers library-wide budget lines.
4. Assumes responsibility for the overall Library in absence of the Executive Director and Deputy Director. Serves as person-in-charge as scheduled.
5. Represents the Library at professional and leadership level at community agencies, committees, events and groups.
6. Listens to and shares community needs and aspirations with the Library team and its partners.
7. Creates reports, surveys, manuals, and other informational and statistical data. Utilizes data in departmental and Library-wide decision making.
8. Understands, conveys, and enforces the Library's policies and procedures while safeguarding confidential and restricted information.
9. Participates collaboratively in overall planning and policy development as a member of the Library's Senior Management Team.
10. Participates in professional development through professional reading, workshops, conferences, and networking groups. Shares information learned with appropriate colleagues.
11. Creates and maintains a welcoming environment for members and staff by fostering a culture of diversity and inclusion.
12. Performs other duties as assigned.

Minimum Qualifications:**Education:**

Master's degree in library science or equivalent required.

Experience:

Minimum 3 years related experience in a public library including a minimum of 3 years of supervisory experience required.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email, the internet, and computer technology
- Attention to detail
- Ability to use good judgment creating and following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to troubleshoot minor problems with computers and peripherals
- Knowledge of Microsoft Windows and 365
- Demonstrates ease and comfort with emerging technologies
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases
- Ability to handle emergency situations in a calm, capable manner
- Knowledge of federal, state, and local laws as reflected in library policy
- Knowledge about or experience communicating via social media channels
- Ability to learn website content management software

Supervisory Responsibility:

Position has direct supervisory responsibility over departmental staff and overall supervisory responsibility when acting as person in-charge. Review work, assist, develop, counsel, evaluate, discipline, and enforce library rules and policies. Interview, hire, develop, coach, assist review work, evaluate, discipline, and enforce library rules and policies.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds occasionally

- prolonged sitting and repetitive keyboard use

Working Conditions:

- Work is performed in a typical library environment.
- Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations as needed.
- Must be able to work a flexible schedule, including evenings and weekends.