

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Assistant Operations Manager**  
Dept: **Public Services**  
Reports to: **Operations Manager**  
Effective Date: **Revised November 2018**

Job Code Number: **20960**  
Grade Number: **14, Represented**  
FLSA Status: **Exempt**

General Position Summary:

Oversees and supervises Library Pages including hiring, training, determining work assignments and schedules, performance evaluation and corrective action. In the absence of Operations Manager, and as needed, position has responsibility for care and maintenance of the facility and oversight of library operations

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Recruits, interviews and hires new pages as needed. Ensures that all necessary paperwork for new hires is completed in an accurate and timely manner.
2. Evaluates, coaches and disciplines direct reports.
3. Provides new hire and on-going training to pages and ensures that all library policies and procedures are followed.
4. As a Facilities Management Services liaison, serves as a back-up person with responsibility for daily care and maintenance of the assigned facility.
5. Assists in hiring and training of Library Assistants. Provides assistance in directing workflow for Library Assistants, as needed.
6. Schedules page staff based on anticipated workload and ensures that adequate staffing levels are maintained to meet the library's needs. Assists with scheduling responsibilities for Library Assistants, PSAs and Librarians at services points as needed.
7. Coordinates daily workflow with Operations Manager to ensure that library staffing demands are met.
8. Provides customer service support and circulation assistance.
9. Participates in and contributes to overall management of region. Member of the Region Management Team. Fosters the development of a cooperative work environment.
10. Acts in lieu of Operations Manager as needed. These duties may include resolution or referral of operations issue, resolution of staff and patrons incidents, problems, conflicts and concerns, ensuring enforcement of Rules of Conduct.
11. Manages and approves payroll time entries and leave requests.
12. Plans and conducts page staff meetings as needed.
13. Promotes, educates and supports Intellectual Freedom principles with staff and patrons.

Secondary Duties:

1. Performs direct reports' work, as needed.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Performs other related duties as required or assigned.

Core Competencies:

**Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgment**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Coaching and Counseling**

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

**Managerial Courage**

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

**Communicates Effectively**

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

**Decision Quality**

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

### **Building Effective Teams**

Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

### **Accountability**

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- The position requires a high school education or equivalent and some training in basic supervision. Some college level education is preferred.
- The position requires a minimum of two years of library experience. Supervisory experience preferred.
- Or any equivalent combination of education and experience that provides the necessary qualifications to successfully perform the duties of the position.

## SPECIAL REQUIREMENTS

None

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to occasionally. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms and up to occasionally will bend. The employee will frequently lift/carry less than 10 pounds, occasionally lift to 20 pounds and seldom up to 35 pounds and will occasionally push/pull carts using light force.

## WORK ENVIRONMENT

Work is performed in a library environment. Varied work hours, including weekends and evenings, constant standing and considerable work on PC monitor. May encounter situations that involve behavioral issues. The position experiences frequent interruptions and maximum flexibility is required. Heavy workload, constant turnover and changing staffing schedules must be dealt with on a regular basis. The position encounters frequent interruptions requiring maximum flexibility.

### Advancement Possibilities:

Other supervisory or managerial positions depending on education, training, and experience.

The duties listed above are intended only as illustrations of the various 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.

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

Approval: \_\_\_\_\_  
Director of HR