

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Director – Outreach, Programs and Services**

Dept.: **Mobile Services**

Job Code: **10116**

Reports to: **Director**

Grade Number: **25, Non-represented**

Effective Date: **Revised January 2019**

FLSA Status: **Exempt**

General Position Summary:

As a member of Public Services Leadership Team (PSLT) and KCLS Leadership Team (KLT) develops and directs implementation of strategic goals and budget initiatives for KCLS and in assigned functional areas. Provides leadership that inspires and promotes staff involvement in organizational change through collaborative problem solving processes. Plans and directs the delivery of library public service in-library, online and out-of-library, and through System-wide programs and projects. Directs management team in developing goals, objectives, standards and policies for library services. Assures consistent interpretation and application of KCLS policies, procedures, and philosophies in all community libraries, divisions and departments.

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. In conjunction with KLT and PSLT members sets long- and short-term strategic initiatives and goals.
2. Manages and directs the delivery of library public service and System-wide programs in assigned functional areas.
3. In conjunction with other region or division managers, sets goals and standards, develops objectives and short- and long-range plans to reach objectives in assigned areas. Monitors progress and adjusts plans as appropriate. Ensures operational effectiveness through continuous quality improvement where appropriate.
4. Analyzes and evaluates services, projects or initiatives, including library materials, service delivery methods, outreach activities, and staffing levels. Recommends adjustments, resources allocations, or systemic changes to match them with the community needs, division objectives and strategic plans and initiatives. Directs and prepares studies and reports of community needs and changes to support improvement recommendations.
5. Selects, develops, motivates, evaluates and directs the work of assigned staff, both directly as well as through subordinate supervisors.
6. Develops, modifies, communicates and interprets KCLS policies, and other applicable operating and administrative procedures and practices, to staff and patrons. Monitors programs and services for compliance.
7. Develops and administers assigned portions of annual budget. Allocates staff, approves and monitors expenditures, and assures efficient and economical utilization of resources.

8. Establishes and maintains effective lines of communication within assigned functional areas and between the PSLT, KLT, and KCLS divisions and departments. Conducts regular visits to libraries or service areas to communicate information to, and solicit input from staff.
9. Coordinates with other divisions and departments in planning, developing, and maintaining orderly patterns of interdepartmental efforts. Participates in System-wide planning committees. Advocates for community library needs.
10. Participates in meetings and makes presentations to KCLS Board of Trustees, local governments, community groups and other entities. Advocates for KCLS and patron needs. Ensures that community and patron issues, concerns and complaints are addressed and resolved.
11. Performs other related activities or special projects as assigned.

Secondary Duties:

1. Acts as liaison between KCLS and local boards and Friends' groups.
2. May serve and represent KCLS on appropriate community, state and federal committees, professional conferences and associations.

Core Competencies:

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 about differences.

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.

Ethics, Values and Judgement

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and 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 better 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.

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.

Vision and Strategic Thinking

Supports, promotes, and ensures alignment with the organization's vision, mission, and values; holds big picture view while setting priorities, often uses breakthrough strategies to find the way forward.

Drive for Results

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

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.

Managing Change

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Masters of Library Information Science degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- Minimum eight years' directly related, progressively responsible, supervisory/ management experience in a public library.
- Minimum five years' experience in public library as a professional librarian.

SPECIAL REQUIREMENTS

Washington State Certification in Librarianship.

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 frequently. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will occasionally lift to 10 pounds and will seldom push/pull carts using light force.

WORK ENVIRONMENT

Job is primarily performed indoors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, and able to serve on-call. Extensive travel within the service district is required.

Advancement Possibilities:

Dependent upon education, training, and work 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