Title: Library Staffing Support Coordinator
Dept: Public Services – Library Operations
Reports to: Director of Public Services
Effective Date: Revised December 2018
Job Code Number: 20729
Grade Number: 20, Represented
FLSA Status: Exempt

General Position Summary:
Provides supervision of floating staff and organization and oversight of all operational substitutes and volunteers. Performs a variety of administrative, supervisory, budget management, analytical, training and technical tasks in support of operational staffing services of floating stuff, substitutes and volunteers. Ensures compliance with related KCLS policies. Provides functional oversight of the region Volunteer Liaisons. Oversees the interface with other necessary KCLS departments and the community libraries.

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. Hires, directs, reviews and evaluates the work of assigned floating staff.
2. Ensures optimal availability levels of external and internal substitutes. Coordinates substitute hiring and training process.
3. Plans and oversees the operational substitute budget for all community libraries. Works closely with Library Region Managers to ensure consistent administration and allocation of funds within budgetary constraints.
4. Administers and oversees the use of library scheduling, substitute and volunteer management systems.
5. Develops implementation strategies for effectively accomplishing projects, services and programs and oversees the same to completion.
6. Coordinates with directors, managers, coordinators and other KCLS staff as needed to implement assigned projects, services and programs. Provides maintenance and ongoing support for completed projects.
7. Ensures that assigned projects, services and programs are developed and delivered in compliance with KCLS policies and standards, and meet all required guidelines, regulations and budgetary constraints.
8. Manages relationships with vendors and coordinates delivery and quality control of project contract deliverables.
9. Analyzes and resolves policy and procedural problems. Advises staff, the public and other parties concerned on policies, rules and regulations. Investigates complaints and recommends or institutes corrective actions.
10. Leads System-wide project committees and coordinate implementation of committee recommendations, new services and initiatives.
11. Leads Volunteer Liaisons, including meetings, communications and annual volunteer
recognition activities.

Secondary Duties:

1. Attend and participate in committee meetings, workshops and conferences.
2. Perform other related duties as 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.

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.

Interpersonal Savvy
Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

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.

**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.

**REQUIRED MINIMUM QUALIFICATIONS**

**Education/Experience:**
- Masters of Library Information Science degree from an American Library Association accredited school of Librarianship.
- Washington State Librarian Certification.
- Minimum five years’ supervisory experience in a library setting and three years’ experience managing multiple projects.
- One year of supervisory experience may be offset by the breadth and depth of knowledge and experience in project management area.

**SPECIAL REQUIREMENTS**

Valid Washington State Driver’s License.  

**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 is seldom repetitive. 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 seldom up to 20 pounds. Will seldom push/pull with light to moderate force for moving loaded carts and hand trucks.

**WORK ENVIRONMENT**

Work is performed in a normal office environment with frequent travel to KCLS community libraries.

**Advancement Possibilities:**
Open depending on education 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.