Title: Manager – Public Services
Dept: Outreach, Programs, and Services
Reports to: Community Engagement and Economic Development Manager
Effective Date: April 2019

General Position Summary:
Manage the staff, operations and budget of the assigned Public Services department. Under the guidance of the Director of Outreach, Programs, and Services, provide development, administration, and supervision of Public Services programs. Provide services in support of the KCLS mission, vision, strategy, and goals. PS areas of focus may include Mobile Services, Ask KCLS, or other areas as assigned.

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. Provide overall leadership including planning, budgeting, coordinating, evaluating, and supervising the staff and activities in the area of focus, which may include providing for vehicle-based service delivery.
2. Supervise the establishment of standards, methods, and technical specifications for developing and maintaining content and services in the area of focus.
3. Develop and monitor the provision of products and services for optimal performance and patron satisfaction.
4. Formulate and assess new service opportunities based on current trends and developments in the information marketplace.
5. Manage the timely and predictable implementation of new services including communication and support for staff and patrons.
6. Direct, facilitate and manage consultant and vendor relationships and contracts within area of focus.
7. Direct and/or develop policies and procedures in area of focus. Assess workflow within assigned area of focus on a short- and long-term basis and adjust/re-deploy staff as needed.
8. Develop and maintain cooperative working relationships with Service Center departments, community libraries and online communities.
9. Participate in strategic development of library services.
10. Provide knowledgeable and effective customer service on a wide spectrum of KCLS systems, including but not limited to the intranet, internet, ILS systems, 3rd party hosted services, and social media and mobile applications.

Secondary Duties:
1. Participate in professional activities and presentations.
2. Attend KCLS meetings and serve on various committees.
3. 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 Judgement**
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.

**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.
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.

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:
A typical way of obtaining the knowledge, skills, and abilities outlined below is:

• Graduation from a four-year college or university with major coursework in computer science, information technology, or related field.
• Master’s degree in library or information science preferred, with 2 to 4 years’ practical and progressive experience in managing digital library services.
• Or, any equivalent combination of education, experience and training that demonstrates the ability 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 fingers in conjunction with keyboarding and frequent grasping, this computer work may be repetitive up to frequently. Constantly sits and will occasionally stand, with seldom walking. Will frequently reach up to chest level with hands and arms. Neck rotation may be up to frequent to use multiple monitors. The employee will seldom lift to 35 pounds and seldom push/pull wheeled equipment using light force.

WORK ENVIRONMENT
Work is performed in a normal office environment. Work involves constant sitting and extensive close work (eyestrain) and PC monitoring. Work may involve evening and early morning meetings.

Advancement Possibilities:
Open depending on education and training
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