Title: **Operations Lead**

Dept: **Public Services**

Reports to: **Operations Manager/Supervisor**

Effective Date: **Revised November 2018**

Job Code Number: **20941**

Grade Number: **13, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

This position is responsible for planning and organizing work in an assigned location. Provides guidance and direction to Library Assistants and Library Pages. Provides basic information service and technical support to patrons and visitors. Position has primary responsibility for safe operations, care and maintenance of the facility. Works closely with Operations Manager/Supervisor.

**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. Assists with hiring and evaluating of the staff at the assigned location. Trains and schedules Library Pages and Library Assistants and arranges for substitutes at the assigned location. May approve payroll time entries and leave requests.
2. Coordinates daily activities of the unit. Assigns tasks and provides instructions to the staff.
3. Assures implementation of library policies and procedures specific to the assigned location to ensure safe and efficient daily operations. Coordinates safety related issues with KCLS and a landlord.
4. Assists staff and the public in the interpretation of policies and procedures. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that Rules of Conduct are followed or redirects to appropriate source.
6. Provides basic information assistance and reader’s advisory assistance to patrons. Refers questions to Public Service Assistants and Librarians, as appropriate.
7. Educates, trains and assists patrons with library technology resources. Installs and configures new software. Troubleshoots, repairs computer equipment and reports problems to ITS. Tracks reported issues for the branch and follows up with ITS to ensure equipment is operational.
8. Performs circulation duties, including assisting patrons with registration, check-in and check-out, and with locating materials at a location and within KCLS. Resolves problems with patrons’ accounts.
9. Promotes, educates and supports Intellectual Freedom principles with staff and patrons. Resolves related concerns or redirects to appropriate source.
Secondary Duties:

1. Provides assistance with library programs, as assigned.
2. Participates in activities such as committee work, training, staff meetings, etc.
3. Maintains and evaluates collection for age and condition; consults with librarians, as needed.
4. Coordinate volunteers for the site.
5. Performs 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.

**Teamwork**
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member’s

**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 necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited two-year college, plus two years of job-related experience involving public service.
- Classroom or on-the-job training in supervisory principles and practices desirable.
- Experience in computer software installation and maintenance desirable.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

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 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 with hectic and demanding situations. Work hours vary, including weekends and evenings. Periodic schedule changes, emergency response, constant standing, considerable work on PC monitor and some travel to meetings are required. 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.

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
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