

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Operations Manager**

Dept.: **Public Services**

Reports to: **Library Regional Manager**

Effective Date: **January 2019**

Job Code Number: **20940**

Grade Number: **18, Represented**

FLSA Status: **Exempt**

General Position Summary:

Responsible for routine operations in assigned facility. Directs work of assigned staff and performs a variety of administrative and technical tasks related to library operations. Coordinates with regional management team to ensure the most efficient use of staff and resources. Ensures delivery of library services consistent with KCLS mission, vision, standards and policies.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed and do not include all specific tasks an Operations Manager may be expected to perform.

Service to the Public

- Understands and promotes KCLS mission, vision, values and strategic initiatives.
- Promotes a collaborative, inclusive, equitable and positive work environment.
- Knows and applies policies, procedures and guidelines.
- Thorough knowledge of ILS (Evergreen).
- Ensures sufficient staffing levels to meet operations and service needs.
- Serves as onsite resource and contact for volunteers and Friends of the Library.
- Participates with Service Center Coordinators and Department Heads in developing, recommending and implementing policies and procedures for circulation and operations.
- Resolves staff and patron incidents, problems, concerns and conflicts under Code of Conduct, Bans or Trespass procedures.
- Models, promotes, and supports Intellectual Freedom (IF) principles with staff and patrons. Conducts adept and inclusive conversations on IF principles. Resolves related concerns or redirects to appropriate source.
- Maintains patron confidentiality.
- Engages with the community and special population groups, as assigned.
- Provides informational and readers' advisory assistance to patrons, as needed.

Building Management

- Serves as building manager, with primary responsibility for safe and efficient daily operations, including scheduling to meet work needs.
- Resolves operational issues; refers when necessary.
- Submits Web Help Desk ITS, maintenance and furniture requests; tracks outcomes.
- Tracks and responds to janitorial and landscaping contractors in the performance of their work.
- Works with KCLS Facilities staff.

Staff Management

- Applies all KCLS Human Resources policies and procedures, including workplace standards, leave, pay, and accommodation administration.
- Works with KCLS Human Resources Department to fill open positions. Participates as a Subject Matter Expert, interviewer, and hiring manager.
- Communicates with discretion regarding direct reports and patron issues.
- Schedules and monitors required staff training for direct reports, using the training catalog.
- Manages and approves payroll time entries and leave requests. Backs up fellow region team members in payroll approval.
- Coaches, reviews and disciplines employees, floaters, and substitutes directly when necessary, and provides feedback to supervisors.
- Provides training for non-direct reports.

Collaboration/Team Work

- Member of the management team.
- Employs all relevant software.
- Performs direct reports' work, as needed.
- In the absence of an Assistant Operations Manager, will proactively plan for and monitor library page adherence to the 69-hour limit.
- Participates in activities such as committee work, required training, staff meetings, etc.

Communication and Stewardship

- Skillfully communicates across teams.
- Tracks and monitors assigned budgets.
- Oversees and manages ordering office and equipment materials and supplies.
- Produces required reports for assigned facility and functions, e.g. the Monthly Revenue Report.
- Performs collection maintenance using system guidelines, lists, requests.

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 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 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:

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 four-year college, plus three years of job-related, library experience and training.

- Four years' experience in customer service, including decision making, problem solving and conflict resolution may substitute for up to two years of the required education.
- 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.
- Some supervisory and budget experience or training preferred.

Necessary Knowledge, Ability and Skills:

- Working knowledge of management practices and principles of supervision including human resources policies and procedures.
- Thorough knowledge of operations, circulation and public service functions throughout a public library.
- Thorough knowledge of public library systems, procedures, and policies particularly as they relate to a community library.
- Thorough knowledge of services, programs and materials available in public libraries.
- Working knowledge of budgeting processes.
- Working knowledge and support of the principles of Intellectual Freedom.
- Knowledge of basic informational and readers' advisory functions. [Or more?]

Ability to:

- Adapt to changing needs, recognize and set priorities, and to plan, coordinate and organize own work and work of others.
- Schedule library staff across multiple service points.
- Clearly, succinctly, and effectively communicate ideas and thoughts both verbally and in writing with a diverse population and staff.
- Use diplomacy and tact to establish and maintain positive relationships with library employees, members of the community and vendors.
- Analyze operational needs and recommend changes and improvements.
- Select subordinate staff and direct their development.
- Represent the concerns and issues of staff to the management team.
- Operate with a minimum of supervision and work collaboratively in a team environment to find solutions to problems.

Skill in:

- Computing basic math operations.
- Developing and training assigned staff.
- Using resources and current library and office technologies relevant to the job duties.
- Assessing and analyzing situations/problems and logically finding solutions.
- Integrating and managing multiple systems to produce efficient operations aligned with Library needs, policies and procedures.
- Listening to, understanding and interpreting information received from employees and patrons.
- Resolving complaints from and dealing effectively with patrons with behavioral issues.
- Participating with a team-oriented approach to operations and library functions.
- Setting agendas and managing meetings.

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 some hectic or demanding situations. Varied work hours, including weekends and evenings, periodic schedule changes, emergency response, constant standing, extensive close work (eyestrain) and extensive PC monitor and some travel to meetings are required. Encounters situations that involve behavioral issues. The position experiences frequent interruptions and maximum flexibility is required.

Advancement Possibilities:

Other 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