

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Organizational Performance Project Manager**

Dept.: **Administration**

Reports to: **Deputy Director of Administrative Services**

Effective Date: **Revised August 2022**

Job Code Number: **20014**

Grade Number: **20, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Responsible for managing complex strategic and organizational performance improvement and innovation activities. Lead evaluation of organizational performance toward strategic and operational goals. Responsible for management of large-scale implementation projects; research and feasibility studies; strategic planning, metrics development and evaluation; staffing, financial and other impact analyses; and other initiatives. Analyze, document, and evaluate processes, procedures, and methodologies in order to ensure quality and validity, improve efficiency and effectiveness and inform decision-making throughout the organization. Act as an internal consultant to other KCLS departments and senior leadership to collaborate in developing, designing and improving key management processes, projects and tools. Deliver presentations and trainings contributing to thought leadership and development as a subject matter expert.

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. Manages complex projects through full project cycle according to best practices. Leads multi-disciplinary, cross-departmental project teams.
2. Identifies, gathers, and prepares data from internal and external sources. Performs quantitative and qualitative analysis, interprets findings, identifies alternatives and makes strategic recommendations through reports, visualizations, and presentations. Provides feasibility and research studies, community profiles, business metrics and staffing analyses, and program/process/outcome evaluations.
3. Provides expertise in appropriate methodologies and tools for evaluation of programs, processes, outcomes, customer satisfaction, and other aspects of performance. Works with leadership and departments to craft evaluation plans, identify metrics, and determine methods and instruments. Provides data collection support, including survey development and management. Reports on organizational performance to internal and external audiences.
4. Manages development and implementation of data governance policies, procedures, and projects related to the capture, management, analysis and reporting of organization-wide

- data and statistics. Collaborates across the organization to ensure data security, consistency, accuracy, completeness and relevance to KCLS goals and objectives.
6. Engages in change management and communication practices that support successful project implementation and facilitate adoption of new initiatives.
  7. Coordinates organizational strategies and procedures in area of assignment (e.g. project management, evaluation, data literacy, etc.). Supports development of related knowledge and skills in KCLS staff by recommending or providing resources, training, guidelines, methodologies, or tools.
  8. Represents KCLS with members of the public within areas of assigned responsibility.
  9. Participates in departmental and organizational budget development, as needed; prepares reports and analyses related to impact of budgetary decisions.
  10. Prepares requests for information, qualifications and/or proposals, evaluates proposals, negotiates vendor contracts and oversees and manages contracted services for assigned program areas ensuring that vendors and consultants meet contract requirements.

#### Secondary Duties:

1. Provides support to the KCLS Foundation on various grant funding applications, including provision of information around outcomes and means of evaluation.
2. Attends and actively participates on various internal and external committees.
3. Keeps informed of changing trends or emerging initiatives within area of assigned responsibility.
4. Performs other duties as assigned.

#### 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.

### **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.

### **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.

### **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.

### **Organizing and Planning**

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

### Desired Minimum Qualifications:

- Master's degree in Public Administration, Business Administration, Library Science or related field;
- Five to eight years of experience in project and/or program management of increasing complexity; or
- Any combination of relevant education, training, or experience that provides the knowledge, skills and abilities to perform the duties and responsibilities of the classification.
- Experience in library or other public sector environments a plus.

### Special Requirements:

- Valid Washington State Driver's License.

Physical Demands:

The position requires frequent sitting, talking or hearing, and use of hands to handle, grasp, keyboard, and mouse; occasional driving, walking and reaching. It also requires close, distance, and peripheral vision and the ability to adjust focus. Must be able to communicate with staff and the public. The employee must seldom push and pull wheeled carts up to 20 pounds, seldom lift and carry boxes weighing up to 35 pounds, and frequently lift and carry library materials/equipment weighing up to 10 pounds.

Work Environment:

Work is performed in a normal office environment. Some travel within service area and evening and weekend meetings are required. Incumbent may be permitted hybrid telework schedule upon request.

Advancement Opportunities:

- Library Regional Manager
- Deputy Director
- Other Manager or Director classifications 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.

Approval: \_\_\_\_\_  
Director of HR

Revisions: August 2022  
July 2018