

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Outreach Services Coordinator**

Dept.: **Outreach Services**

Reports to: **Youth and Family Services Manager**

Effective Date: **Revised January 2021**

Job Code Number: **10253**

Grade Number: **21 Represented**

FLSA Status: **Exempt**

General Position Summary:

Develops and coordinates the King County Library System outreach programs. Works with local library staff and Outreach staff to design and develop services for all ages to be delivered outside the Library. Manages KCLS literacy programs. Provides support and supervision to the assigned staff. May act for Director of Outreach Services when the incumbent is absent.

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. Leads development of system-wide outreach services and local activities to address community needs. Monitors and evaluates local outreach activities to ensure meeting of community needs.
2. Identifies outreach opportunities and develops appropriate response.
3. Provides on-going leadership and support for existing system and local outreach services such as Library2Go! and Early Literacy Outreach.
4. Meets and communicates regularly with designated local staff to clarify system expectations.
5. Supervises the activities of assigned section staff including recruiting, selecting, training, conducting performance reviews, coaching, counseling and disciplining. Assures compliance with KCLS policies and procedures.
6. Develops community partnership in support of outreach activities and represents KCLS at meetings to further outreach services.
7. Provides varying degrees of oversight to KCLS's literacy activities such as, Children's Literacy Outreach, ESL, Citizenship, Talk Time, Fiestas, and Computer Literacy.
8. Develops, tracks and monitors assigned operating budgets and produces reports.
9. May assume responsibilities of the Director of Outreach Services during absences; interprets KCLS policies to staff and public; resolves problems.
10. Develops and implements special projects, as assigned.

Secondary Duties:

1. Attends and participates in committee meetings, workshops and conferences.
2. 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.

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.

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.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Masters of Library Science degree from an American Library Association accredited school of Librarianship and Washington State certification as a Librarian.
- Three to five years of certified librarian experience required, with supervisory and KCLS experience preferred.
- Classroom and on-the-job training applicable to outreach services and public library policies, procedures and systems.

SPECIAL REQUIREMENTS

Valid Washington driver's license. Certificate of Librarianship.

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. Constantly sits and occasionally will stand. Will frequently reach up to chest level with hands and arms and up to occasionally will rotate neck and operate foot controls. The employee will occasionally lift/carry less than 10 pounds and seldom up to 35 pounds. Will seldom push/pull carts and hand trucks using moderate force.

WORK ENVIRONMENT

Work is in an office environment with moderate travel. Job involves working a varied schedule including evenings and weekends, which may change periodically. Position involves frequent interruptions with maximum flexibility required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Library Region Manager
Director of Outreach Services

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