

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Program Coordinator - Readers' Services**

Dept.: **Community Engagement and
Economic Development (CEED)**

Reports to: **CEED Manager**

Effective Date: **Revised January 2019**

Job Code Number: **10250**

Grade Number: **20, Represented**

FLSA Status: **Exempt**

General Position Summary:

Perform a variety of administrative and professional work in developing, planning, organizing, managing, coordinating, facilitating, training, and evaluating a variety of diversity related programs and activities. Take action to ensure staff understanding of and compliance with federal, state and local laws and regulations and KCLS diversity initiatives. Carry out assigned program responsibilities independently, applying professional knowledge and experience; advise on practices and programs in the support of diversity in the workplace and throughout system services and programs. Undertake special projects in cooperation with other staff members.

Essential Duties/Major Responsibilities:

1. Develop and recommend programs and services to meet the needs of targeted communities.
2. Serve as an internal resource, expert and advocate for underserved communities. Assist with diversity related system activities, such as chairing the diversity committee and coordinating and tracking committee activities. May assist in collection development to meet the needs of the underserved.
3. Lead and/or assist in the design, implementation and evaluation of new services and programs to achieve program goals, objectives and performance measures consistent with KCLS quality, customer service, and diversity expectations. Coordinate with directors, managers, and other KCLS staff, as needed, to implement projects, services, and programs. Develop and monitor budgets.
4. Develop and work with community contacts to promote library services to underserved communities. Identify key community, business, agency, media, and school contacts. Assist with the development of promotional materials and distribution strategies.
5. Provide direct outreach to the underserved communities in the KCLS service area. Give presentations to groups within the underserved communities regarding library programs, services and employment.
6. Identify and assist in planning diversity events and celebrations.
7. Coordinate work and manage relationships with other KCLS staff, departments and divisions and outside vendors and agencies.
8. Oversee the reporting, recording, and analysis of data to ensure consistency, accuracy, completeness, and relevance to system goals and objectives. Track, analyze, and provide feedback on trends to ensure accurate information and reporting of trends. Prepare a variety of studies, reports and related information for decision-making purposes.
9. Supervises assigned staff including their selection, training and development, performance evaluation, disciplinary actions, managing and approving payroll time entries and leave

requests, and other human resources issues.

Secondary Duties:

1. Serve as a member of various committees, as assigned or required.
2. Provide backup to other related positions as needed
3. Prepare rooms for programs.
4. 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.

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.

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.

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.

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 a related field.
- Minimum five years’ experience in public library service, or program development and implementation, or community outreach and work with underserved communities and community leaders.
- Masters degree in related field such as library science or public administration may offset up to two years of experience.
- Classroom and/or on-the-job training in diversity issue.
- Or, any equivalent combination of education, training and experience that demonstrates the ability to successfully perform the duties of the position.

SPECIAL REQUIREMENTS

Valid Washington driver’s license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is changing tasks depending upon the shift and will in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 50 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. Extended periods of standing are occasionally required. Extensive travel throughout service area and early morning and evening and weekend meetings, activities and

assignments are required.

Advancement Possibilities: (depending on education, experience & training)
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