

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

Title: **Project Specialist – Public Services**

Dept: **Public Services**

Reports to: **Varies**

Effective Date: **Revised April 2019**

Job Code Number: **20718**

Grade Number: **16, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Within a specific area of focus and aligned with system priorities, develop, implement and maintain assigned programs and services. Establish relationships and interact with the community libraries, and with public and private agencies and community groups to recruit participants. Train, monitor and evaluate participants. Areas of focus may include technology and education, linguistically and culturally relevant programs and services or other targeted responses to community need.

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. Within the area of focus:

1. Plan, design, promote, implement, and deliver the system response to identified needs.
2. Develop and implement various supports and training for programs and services. Design and deliver training curricula, which may include developing content and producing training manuals and materials.
3. Establish and maintain relationships with all community libraries to plan, promote, and deliver programs and services.
4. Establish and maintain relationships with community contacts, including but not limited to schools, neighborhood associations, service groups, and groups representing the county's diverse populations.
5. Perform assigned work in conjunction with internal departments and committees, volunteers, and external partners, stakeholders, and participants.
6. Onboard and manage volunteers and independent contractors in support of programs and services.

Depending on assigned area of focus, may also:

1. Assist with identifying and recommending programs and services that align with system priorities.
2. Assist with outreach, communication and relationship-building efforts between KCLS community libraries and community stakeholders.

Secondary Duties:

1. Conduct incidental clerical duties associated with program activities.
2. Serve on various internal and external committees effecting KCLS services and programs.
3. 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.

**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.

**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.

**Dealing with Ambiguity**

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

**Teamwork/Collaborating**

Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member's strengths and differences.

**DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties within the area of focus is:

- A Bachelor's degree or equivalent specializing in education, social sciences, social work or related field.
- Experience developing programs and services.
- Experience developing and facilitating training sessions.
- Experience working with volunteers.
- May require knowledge of instructional design and delivery, depending on the area of focus.
- May require passing an oral and written proficiency assessment in a language other than English, depending on the area of focus.

**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. Work involves extensive travel within services area and evening or early morning meetings.

Advancement Possibilities:

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