Title: Services Implementation Coordinator

Dept.: Public Services Job Code Number: 20716

Reports to: Director – Public Services Grade Number: 20, Non-represented

Effective Date: July 2012 FLSA Status: Exempt

General Position Summary

The Services Implementation Coordinator (SIC) oversees the implementation of major new service projects, programs and services for the Public Services Leadership Team. The SIC provides project leadership through design, procurement, and implementation. The SIC establishes and manages relationships with outside vendors/consultants and agencies and supervises delivery of contracted commitments. The SIC also manages relationships with library and central service coordinators and staff to ensure successful project delivery that maximizes service value to patrons and efficient use of KCLS staff and resources. The SIC reports to a Director of Public Services.

Essential Duties/Major Responsibilities:

1. Plans, coordinates and manages a wide variety of Public Services projects as assigned by a Director of Public Services.
2. Develops implementation strategies for effectively accomplishing projects, services and programs and oversees the same to completion.
3. Coordinates with directors, managers, coordinators and other KCLS staff as needed to implement projects, services and programs.
4. Ensures that projects, services and programs are developed and delivered in compliance with KCLS policies and standards, and meets all required guidelines, regulations and budgetary constraints.
5. Identifies maintenance and operations needs, or changes in policy, procedures, and guidelines that may be required to support projects, services and programs. Outlines what the supporting public service needs will be.
6. Manages relationships with vendor/consultants and coordinates delivery and quality control of project contract deliverables.
7. Provides maintenance and ongoing support leadership as needed for completed projects that have moved into operating mode.

Secondary Duties:

1. Participates as a member of various teams, as required.
2. Troubleshoots problems, and makes necessary adjustments.
3. Responds to customers (KCLS staff) to resolve service implementation related problems.
4. Performs other duties as assigned.
Communication:

Communication will be with KCLS employees, and vendors/consultants. A friendly, organized, and service-oriented disposition is a must. Contacts are predominantly made on the incumbent’s own initiative or are initiated by a third party, and occasionally contacts are made at the supervisor’s request. Communication frequently involves speaking in front of both large and small groups. The position has a requirement to interact with customers (KCLS staff) frequently and communication will frequently involve confidential/sensitive information requiring good judgment and discretion.

Initiative:

This position manages projects that have significant long range impact on the direction and services of the organization. It functions with only minimal supervision for most work assignments. Guidance and direction are available upon request. Work requires extensive decision-making. Decisions often have little precedent and require interaction with others to solve problems, formulate policies and programs and/or arrive jointly at decisions which affect one or more work units. The position involves a high degree of complexity and the ability to implement and facilitate service workflow across the entire library system and interaction with a large number of people. The position exercises a significant level of independent decision making when implementing and evaluating new projects, services and programs. Only major decisions are subject to review.

The Services Implementation Coordinator has a substantial responsibility for creation, development, design or problem solving of new implementation programs, methods, systems, procedures or policy issues associated with new projects.

The position follows procedures as directed and proactively creates new procedures as needed. The incumbent will often perform duties with little or no direction given. Priorities change frequently, and new work situations are encountered constantly.

Accountability:

Projects, services and programs implemented by this position have a significant impact on library operations, revenues, and expenses. Implementation of services impact upon staff and library workflow is significant. Responsibility for the prudent use of assets, including time, material, or labor is significant and extends throughout the system typically within public services. Assigned responsibilities typically at the system level in public services include attaining successful or positive outcomes. Library image is positively or negatively influenced by results of personal work. Consequences of success or failure of job responsibilities is very important to library operations.
Positions at this level require refined economic planning and goal-setting skills. Plans must consider options and contingencies, and must include methods for handling any difficulties encountered. Positions at this level typically plan economic issues as part of a group activity and focus on the impact that the plan has on others.

The position experiences frequent interruptions and maximum flexibility is required. Accountability and the ability to perform under stress are a must.

Leadership:

This is a professional position with the responsibility to assume a strong leadership role by clearly demonstrating and acting in accordance with library values and serving as a role model for others. The position does not include mentoring responsibility, but takes a leadership role in not only promoting KCLS values across the organization, but also in promoting changes to service traditions and roles of staff as they evolve due to sweeping changes in the profession.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined below is graduation from a college or university with an undergraduate or graduate degree and four years of progressively responsible work experience relating to library services or project management; or an equivalent combination of training and experience or an any equivalent combination of education and experience which meets the necessary qualifications to successfully perform the duties of the position.

Master of Library and/or Information Science (MLS or MIS) preferred and can offset two years of work experience

Experience implementing large projects in teams is preferred (particularly in a leadership role).

Necessary Knowledge, Ability and Skills:

Knowledge Required:

- Thorough understanding of project management and customer service practices and tools.
- Thorough knowledge of organization and operation of the Library.
- Working knowledge of outside agencies related to library service provision.
- Working knowledge of the principles of project management functions and activities.
- Working knowledge and support of the Intellectual Freedom principles.
- Knowledge of administrative practices and policies related to budget, personnel and cost control.

Ability to:

- Communicate effectively across the organization, to vendors/consultants, and to small and large groups.
- Work independently with minimal supervision.
• Adapt to changing needs, recognize and set priorities, plan, coordinate and organize own work in relation to the work of others.
• Work collaboratively with others to meet service priorities.
• Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population and staff.
• Implement and evaluate library programs, services and projects.
• Manage multiple and complex projects.
• Exercise initiative and sound judgment in a wide variety of situations.
• Work a varied schedule, which may change periodically, including evenings and weekends.

Skill in:
• Leading and participating and engaging in teamwork.
• Analyzing and resolving problems and dealing with unique situations.
• Developing and maintaining effective working relationships with superiors, peers, coordinators, other staff, the public, and representatives of outside agencies.
• Prioritizing and effectively coordinating progress and completion of own work assignments necessary to enable timely completion of projects.
• Interpersonal relations with superiors, peers, coordinators, other staff as well as consultants, vendors, etc.
• Listening to, understanding and interpreting information received from KCLS administration, managers, coordinators and staff, the public, contractors, consultants and vendors.

SPECIAL REQUIREMENTS

Valid Washington state driver’s license

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to talk or hear, sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Most work is preformed in a standard office setting and in libraries. The noise level in the work environment is usually quiet to moderately noisy.

Advancement Possibilities:
Open 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

Final:  2012-06-20