

LITERACY PROGRAM MANAGER

Approved: July 2016

FLSA: Non-exempt

Unit: AFSCME



Definition
Under general direction, designs, organizes, and administers the library literacy program; plans, schedules, assigns, and reviews the work of support staff and volunteers; and performs related work as required.
Supervision received and exercised
Receives general direction from the Director of Library Services. Exercises direct and general supervision over assigned staff.
Class characteristics
This is a single-position classification that independently manages the Library's adult literacy program; areas of responsibility include researching community needs and trends, and patterns with respect to literacy initiatives to develop new services; developing and administering a volunteer program; and maintaining records and reporting statistics regarding program activities. This position also supervises assigned staff and is required to interact with various stakeholder groups to promote and grow the program. . Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to administer the program. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirement. This class is distinguished from librarian classifications by its focus on managing the adult literacy program.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Plans, directs, oversees, and coordinates the Library's adult literacy program, including preparing and administering program budget, developing policies and procedures for assigned program, recruiting and training volunteers, developing and implementing public information and outreach strategies, and preparing information and materials relating to the program.• Plans, organizes, assigns, supervises, and reviews the work of assigned staff and volunteers; trains staff and volunteers in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.• Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing literacy program services; implements policies and procedures.• Monitors program performance; solicits and reviews comments on the effectiveness of the program and volunteer performance; recommends and implements modifications to services and procedures.• Participates in the annual program budget preparation; monitors expenditures; purchases materials and supplies.• Works with the Director of Library Services and Literacy Foundation Board to raise funds for the program.• Oversees the administration of learner assessments and registration for services, classes, and clubs.• Oversees and provides training and support to tutors, class coordinators, facilitators, and other program volunteers; develops training content and resource materials.• Develops and distributes outreach materials to promote program services and volunteer opportunities.• Identifies and implements ways to recruit new volunteers through community outreach, public relations programs, community organizations, and other organizations.• Produces the program newsletter; writes and edits various articles relating to all aspects of the program.• Works with other public agencies, local groups, and community organizations to promote literacy programs and events.• Conducts a variety of analytical and operational studies and surveys regarding programmatic activities; collects, analyzes, and prepares data for state grants and other reports.• Participates on a variety of interdisciplinary committees and represents the City, library, and program to a variety of community and stakeholder groups and at local and state meetings.• Attends and participates in professional group meetings; stays abreast of new trends, technologies, and innovations in literacy programs.• Responds to inquiries and answers questions regarding program services and opportunities; provides program information and referrals to prospective volunteers and learners.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Principles and practices of literacy program goal setting, development, implementation, and evaluation.

- Principles and practices of employee and volunteer supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Research and reporting methods, techniques, and procedures.
- The organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Departmental policies and procedures.
- Community demographics as it relates to services provided within the adult literacy program.
- Current technology and library best practices.
- Principles, practices and techniques of public relations, community outreach, and service promotion.
- Recent technological, professional, and societal developments, current literature, and sources of information related to literacy programs and services.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, and educational organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Assist in the development of goals, objectives, policies, procedures, and work standards for the literacy program.
- Plan, research, organize, coordinate, and implement a variety of activities and services related to the literacy program.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Develop effective volunteer recruitment strategies and campaigns; establish and maintain relationships with diverse groups of volunteers and community groups.
- Plan, organize, assign, and direct the work of assigned staff and volunteers.
- Inspect the work of staff and maintain established quality control standards; train staff in proper work procedures.
- Develop plans, services, and programs to meet changing community needs and ensure programs are consistent with best practices and optimize the use of technology.
- Analyze, interpret, summarize, and present program information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the program, library, and the City in meetings with governmental agencies, community groups, and various businesses, professional, and educational organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a four-year degree from an accredited college or university with major coursework in adult literacy, education, library science, information science, or a related field.
- Two (2) years of relevant experience administering programs providing adult educational services to the public, preferably in a library environment.

Licenses and certifications

- None

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

Environmental elements

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.