

# LIBRARY AND COMMUNITY SERVICES MANAGER

Approved: April 2023

FLSA: Exempt

Unit: Unrepresented Management



<b>Definition</b>
Under general direction, leads, plans, organizes, manages, and evaluates the work of staff performing difficult and complex supervisory support related to programs and activities of one or more major functional areas of the Library and Community Services Department, including but not limited to: public libraries, early childhood education, school age child care, indoor/outdoor recreation, older adult (senior) services, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration. Manages the effective use of assigned resources to improve organizational productivity and customer service. Assists in developing and implementing public policy, as well as long-range strategic planning, initiatives, and changes to improve upon department services. Participates in department budget preparation and fiscal control. Develops and fosters cooperative working relationships with department personnel, other City departments, external agencies, volunteers, residents, and the public to carry out City and/or department services, activities, and programs. Under general direction, implements complex, long-range projects and initiatives in alignment with City priorities and goals. Provides complex and responsible management support to the Library and Community Services Director and/or Assistant Director in assigned functional areas. Performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Library and Community Services Director and/or Assistant Director. Exercises supervision over supervisory, professional, technical, and clerical staff and volunteers, directly and/or through subordinate levels of supervision.
<b>Class characteristics</b>
This is a management classification that manages the programs, projects, operations, and services in one or more major functional areas of the Library and Community Services Department. The incumbent implements, manages, and participates in major activities and programs of the department and is responsible for providing management-level support to the Library and Community Services Director and/or Assistant Director. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of assigned functional areas. Successful performance of the work requires an extensive professional and managerial background in assigned functional areas, as well as skill in coordinating work with other City divisions, departments, and public agencies. This class is distinguished from the Assistant Director in that the latter has oversight for all department programs, functions, and activities, and for developing, implementing, and interpreting public policy and serving as deputy to the department head.
<b>Examples of typical job functions (illustrative only)</b>
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"><li>• Plans, manages, and oversees the daily functions, operations, and activities of one or more major departmental functional areas and/or projects, which may include but is not limited to: public libraries, early childhood education, school age childcare, indoor/outdoor recreation, older adult (senior) services, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration.</li><li>• Participates in developing and implementing goals, objectives, policies, and priorities in assigned functional areas; recommends appropriate service and staffing levels; recommends and administers policies and procedures.</li><li>• Participates in developing and administering the operating budget of assigned functional areas, including but not limited to: analyzing and forecasting revenues and expenditures needed for staffing, equipment, materials, and supplies; monitoring and approving expenditures; securing and administering grants; recommending and implementing budgetary and personnel-related adjustments as needed and assigned.</li><li>• Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to executive management.</li><li>• Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes</li></ul>

disciplinary recommendations to the Director; implements discipline and termination procedures as needed and appropriate.

- Provides highly complex staff assistance to the Director and/or Assistant Director; conducts a variety of organizational and operational studies, special projects, and investigations; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards; recommends improvements modifications to programs, policies, and procedures as needed and appropriate.
- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates; analyzes and resolves complex problems that may arise.
- Represents the City and department as needed and assigned to stakeholders, including but not limited to: residents, governmental agencies, community groups, educational institutions, consultants, interest groups, and/or businesses regarding questions, problems, concerns, and activities in the provision of division operations, activities, and services; explains and interprets division programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Ensures compliance with relevant health, safety, and licensing laws and guidelines; ensures maintenance and update of all records required by Federal, State, and local regulatory agencies.
- Under administrative direction, evaluates community recreation needs and interests; implements community surveys, analysis of resulting data and recommendation of new recreation and social services programs or improvements to meet community needs.
- Develops, maintains, and reviews staff, financial, and statistical reports related to grants, program participation and analysis, expenditures, and revenues.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in relevant professional fields; monitors changes in regulations that may affect division and/or departmental operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and inquiries in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists with and/or temporarily assumes responsibilities for supervision, coordination, and leadership of departmental work teams or projects as needed and assigned.
- Performs other duties as assigned.

**Qualifications**

Knowledge of

- Administrative principles and practices, including but not limited to: goal setting, project management, program development, implementation, and evaluation, staff supervision and performance management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, training, and professional development.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of public agency budget administration, procurement processes, administrative practices, and general principles of risk management.
- Principles and practices of departmental policies, programs, program planning and implementation, systems development, and current and emerging trends and practices.
- Principles, practices, and methods of effective municipal management applicable to assigned functional areas, including but not limited to: public libraries, early childhood education, school age child care, indoor/outdoor recreation, older adult (senior) services, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Professional-quality research and reporting methods, techniques, and procedures; including methods and techniques for the development of effective professional-quality presentations and business correspondence.
- Recent technological, professional, and societal developments, current literature, and sources of information related to assigned functional areas.

- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service and effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, vendors / contractors, the public, and City staff.
- Current and emerging new principles of diversity, equity, inclusion, and belonging as they apply to public administration and municipal service delivery.

#### Ability to

- Implement goals, objectives, and practices for providing effective and efficient programs, projects, and services in assigned functional areas.
- Assist in preparing and administering division budgets; utilize limited resources in a cost-effective manner.
- Manage complex, technical, and professional municipal services and programs in an independent and cooperative manner.
- Assist with developing plans, services, and programs to meet changing community needs and ensure that programs are consistent with best practices and optimize the use of technology.
- Prepare clear, concise, accurate, professional quality reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively manage, plan, organize, and coordinate the work of supervisory, professional, and technical personnel.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations as needed and assigned.
- Under administrative direction, conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- 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 graduation degree from an accredited four-year college or university with major coursework in public administration, library and information science, education, business administration, or a related field
- Five (5) years of increasingly responsible professional experience in public administration, public libraries, early childhood education, school age childcare, parks and recreation, and/or social services, preferably in a public agency, including three (3) years of lead or supervisory experience.

#### **Licenses and certifications**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

#### **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. Incumbents may partially work in the field and may occasionally be exposed to loud noise levels, cold and/or hot temperatures, vibration, chemicals, mechanical and/or electrical hazards. Employees may also work outside, in sunlight with exposure to heat.