

JOSEPHINE COMMUNITY LIBRARY DISTRICT

POSITION TITLE: Operations Manager

SUPERVISOR: Library Director

SUMMARY OF POSITION:

The Library Operations Manager provides leadership and management of circulation, ensuring excellent customer service while seeking to meet current needs and anticipate future directions of the community. This position also manages the Grants Pass branch, responding to patron concerns, supervising circulation, reference, programs, and assisting with all day-to-day operations including patron services, administrative duties, volunteer teams, training, planning, and troubleshooting. This position helps maintain a team-oriented climate that attracts, keeps, inspires, and motivates quality volunteers and secures the trust and confidence of the Board of Directors.

Grants Pass Branch Manager

- Manage and perform library services policies and procedures of a branch location.
- Oversee circulation, adult services, and the volunteer program at the Grants Pass branch.
- Develop and implement public service policies.
- Prepare financial, statistical, and management reports.
- Maintain, implement, and support communications and partnership policies and procedures.
- Respond to and resolve difficult inquiries and complaints from library patrons and any emergencies impacting branch operations.

Circulation Services

- Develop and enforce circulation policies and procedures.
- Communicate new/revised policies promptly to ensure consistency of service system wide.
- Identify circulation training volunteers and provide the tools needed to ensure that all new circulation volunteers receive comprehensive training and support.
- Provide direct volunteer support with circulation related matters.
- Provide direct public service at the circulation desk.
- Produce monthly statistics for circulation and patron services and produce annual statistical report.
- Prepare and monitor progress of district annexation petitions and maintain annexation database.

Information Technology Services

- Administer Integrated Library System (ILS) to maximize options and services.
- Coordinate and monitor IT service requests and budget.
- Troubleshoot staff and patron computer and office equipment issues.
- Request service for computer problems, software updates, printer issues, and other technology matters.
- Provide technical support for library databases and Library2Go.

Building Janitorial/Maintenance Services

- Ensure library building is in orderly condition inside and outside.
- Oversee the janitorial service and maintenance of the library facilities.
- Procure cleaning and maintenance supplies.
- Organize and purchase office supplies for the district.
- Oversee contracted service of professionals for specific problems with electrical, heating and cooling or plumbing.

NON-ESSENTIAL FUNCTIONS

- Other duties and tasks as required.

SCOPE OF AUTHORITY

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. The incumbent works independently, determining their own practices and procedures, contributing to the development of new concepts and policies. Decisions are made within a broad interpretation of applicable laws and governmental guidelines. Position has departmental budget responsibility under the direction of the Communications Manager and the Library Director and makes recommendations regarding capital expenditures. Errors could result in delay or loss of department services, poor public relations, loss of volunteers, and monetary loss.

SUPERVISORY RESPONSIBILITY

Position has full supervisory responsibility for Volunteer Coordinator and Adult Services Coordinator, including hiring, termination, and pay recommendations.

QUALIFICATIONS:

The ideal candidate for this job has library management experience, is highly motivated, well-organized; an energetic self-starter who can work efficiently with attention to detail and with minimal supervision; good troubleshooting skills; strong interpersonal skills and ability to work with a variety of personalities.

- Proficiency with ILS software (Polaris), Microsoft Windows, Microsoft Office (Word and Excel), e-mail and Internet essentials, and basic troubleshooting are required.
- Proficiency with Microsoft Windows, Microsoft Office (Word, Excel, Outlook), Internet essentials and database research.
- Strong interpersonal skills and ability to work with a variety of personalities.
- Excellent verbal, written, and typing skills, effective time management skills.
- Must be a team player, willing to respond quickly and flexibly to changing events and work assignments in a dynamic and challenging work environment.
- Ability to prepare and make public presentations.
- Ability to make independent decisions, sometimes with limited information.
- Ability to work effectively and diplomatically under pressure.
- Ability to perform some advanced calculations, including budget analysis and data manipulation.
- Excellent verbal, written, and keyboarding skills, and effective time-management skills.
- Ability to delegate and prioritize a variety of important tasks.

MINIMUM QUALIFICATIONS: Education, Training, and Experience: Bachelor's degree in related field with five years of professional experience in management; OR, Associate's degree and ten years of professional experience; OR, any combination of education, training, and experience which demonstrates the candidate's ability to perform the duties and responsibilities as described. Library experience preferred.

PHYSICAL DEMAND:

- Ability to perform physical tasks including frequent standing, bending, stooping, and lifting up to 25 pounds.
- Ability to use a computer, including keyboarding.

WORKING CONDITIONS: Work takes place in a climate-controlled library generally during daytime hours with some evening and weekend work.

ATTENDANCE: Regular and consistent attendance is required, with reporting of weekly schedule to the Library Director. The nature of the position requires the incumbent to work a flexible work schedule.

FLSA STATUS: Exempt status.

BACKGROUND CHECK and DRUG SCREENING: Any job offer tendered is contingent upon satisfactory completion of a background check including driving record and a drug screening.