

JOSEPHINE COMMUNITY LIBRARY DISTRICT

POSITION TITLE: Operations Manager

SUPERVISOR: Associate Director

SUMMARY OF POSITION:

The Operations Manager provides leadership and management of public services at the Grants Pass branch while seeking to meet current needs and anticipate future directions of the community. This position responds to patron concerns, and supervises circulation, reference, programs, and assists with all day-to-day operations including patron services, administrative duties, volunteer teams, training, planning, and troubleshooting. Working with the Associate Director and other department heads, 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.

ESSENTIAL FUNCTIONS

Management

- Manage and perform library services policies and procedures of a branch location.
- Provide oversight of volunteer coordinator, including the implementation of the volunteer program.
- Provide oversight of adult services coordinator, including patron information services and technology.
- Oversee circulation volunteers at the Grants Pass branch.

Administration

- Prepare and monitor progress of district annexation petitions and maintain annexation database.
- Produce monthly statistics for circulation and patron services and produce annual statistical report.
- Assist Associate Director in development and implementation of the budget.
- Maintain, implement, and support communications and partnership policies and procedures.
- Identify circulation training for volunteers and provide the tools needed to ensure that all new circulation volunteers receive comprehensive training and support.

Public Service

- Provide direct volunteer support with circulation related matters.
- Provide direct public service at the circulation desk.
- Respond to and resolve difficult inquiries and complaints from library patrons and any emergencies impacting Grants Pass branch operations.
- Troubleshoot staff and patron computer and equipment point-of-service issues.

Facilities

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

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. The position has departmental budget responsibility under the direction of the Associate Director 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 oversees volunteers and 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) is preferred.
- Proficiency with Microsoft Windows, Microsoft Office (Word and Excel), e-mail and Internet essentials, and basic troubleshooting is required.
- Proficiency with Microsoft Windows, Microsoft Office (Word, Excel, Outlook) and Internet essentials.
- 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 make independent decisions, sometimes with limited information.
- Ability to work effectively and diplomatically under pressure.
- Ability to perform some advanced calculations for performance analytics.
- Ability to delegate and prioritize a variety of important tasks.

MINIMUM QUALIFICATIONS: Education, Training, and Experience: Bachelor's degree in related field with six years of professional experience in management; OR, Associate's degree and eight years of professional experience in management; 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.