

LIBRARY OPERATIONS SUPPORT MANAGER

(Range 125)

DEFINITION

Performs a variety of complex supervisory and administrative work in the coordination and operation of the Library Operations Department including budget and purchasing support; inventory and position control; project management; and managing a team of District-Wide staff, small branch libraries, and/or Call Center operations.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Library Operations Director.

Exercises direct supervision over assigned direct reports.

RESPONSIBILITIES

Essential and marginal functions and responsibilities may include, but are not limited to the following:

This class specification lists the major duties and responsibilities of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

1. **Budget and Purchasing**
Performs highly responsible support for the management of the Library Operations budget and purchasing to include branch libraries, Call Center operations, and a variety of projects. Coordinates and maintains annual budget, personnel, and supplemental requests. Manages budget accounting system and branch supply order approvals. Compiles, prepares, and submits a variety of purchases including small equipment items and operating supplies; and coordinates distribution/delivery. Processes and reconciles invoices for accuracy. Generates spreadsheets, interprets, analyzes, summarizes, and distributes a variety of financial data and reports. Establishes and trains staff on budget and purchasing guidelines and procedures. Acts as a liaison to the Financial Services and Purchasing departments.
2. **Inventory and Position Control**
Asset and inventory management to include Library Operations equipment and staff positions. Coordinates, processes, and maintains inventory for a variety of technical equipment including circulating devices, in-house technology and gadgets, STEAM materials, etc. Maintains staff position control to include planning, compiling, reconciling, and processing position conversion requests and/or any other position changes, and authorizing and tracking staff extra hours. Acts as a liaison to the Human Resources Department.

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3. Project Management
Provides clerical and project management support for Library Operations or Library District initiatives. Prepares planning documents and routine and non-routine reports to include the development of goals, objectives, and measurements for branch libraries and administrative functions. Creates, maintains, and tracks project goals, budgets, and timelines. Schedules, coordinates, and documents project meetings. Prepares periodic project status reports. Works closely with branch staff and other administrative support departments.
4. Leadership and Supervision
Supervises direct reports to include coaching, scheduling, training, counseling, and completing performance evaluations. Hires staff, directs and prioritizes work, and administers discipline as required. Manages District-Wide staff team, including professional staff, small branch libraries, and/or Call Center operations. Resolves a wide range of routine and non-routine issues and difficult situations including mediating between staff and customers. Interprets policies, procedures, best practices, and guidelines for staff and customers. Exercises decision-making skills and good judgment.
5. Customer Service and Communication
Provides exceptional internal and external customer service to create positive relationships and experiences. Interacts extensively in person, over the telephone, and electronically in the general correspondence with customers, staff, other library systems, outside agencies, partners, collaborators, and vendors. Provides information about Library District activities, facilities, and services. Responds to public and staff inquiries and complaints in a courteous and timely manner. Effectively maintains positive internal communication between Library District branch staff, departments, Administration, and Call Center operations.
6. Professional Development
Acquire and maintain knowledge, understanding and support of public library trends, service models, policies and procedures. Participate in seminars, workshops and other training to enhance expertise and update knowledge on libraries, budget and purchasing management, organizational development, and supervision. Attends and/or conducts meetings and training sessions onsite and offsite, and participates in sharing ideas and issues in support of collaborative projects. Supervises special projects; participates in committee work.
7. Other Responsibilities
Conducts presentations to staff, Administration, Board of Trustees, and community groups as needed. Prepares general correspondence, memos, agendas, minutes, reports, and other documents. Maintains compliance with Library District and branch-specific policies and procedures and effectively explains these to customers and staff. Utilizes and operates a variety of electronic devices, automated systems, resources and software programs including e-mail, Internet, social media, and other on-line tools and resources; and library and general office equipment including, but not limited to copy machine, telephone, and fax machine. Maintains a safe environment for both patrons and staff. Operates Library District vehicles. Promotes and supports the overall mission of the Library District by demonstrating courteous and cooperative behavior when interacting with public and staff.

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Marginal Functions:

1. Serves as "Person-in-Charge" as assigned.
2. Attends and participates in professional association meetings and seminars, and other applicable training sessions.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Principles and practices of public library services and support operations.
2. Accounting methods, techniques, and principles of budget administration and control.
3. Inventory methods and procedures.
4. Automated systems, equipment, or devices used in libraries.
5. Call Center operations and management.
6. Planning, organizational, and time management methods and techniques.
7. Program and project management including development, implementation, and evaluation.
8. Instructional principles, practices, and techniques.
9. Effective supervisory principles and techniques including change management.
10. Diverse leadership styles and skills.
11. Report and record keeping principles and methods.
12. Budget development, administration, and control.
13. Position development, administration, and control.
14. Research methods and statistical data analysis techniques.
15. Library District mission, strategic initiatives, and terminology.
16. Library District policies, procedures, and guidelines.
17. Pertinent federal, state, local laws, regulations, and ordinances.
18. Correct business English including spelling, punctuation, and grammar.

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Ability to:

1. Effectively supervise and direct work of subordinate staff.
2. Motivate and mentor staff.
3. Supervise staff remotely.
4. Establish and maintain effective working relationships, partnerships, collaborations, both internal and external, during the course of work.
5. Work creatively, collaboratively, and effectively to promote teamwork.
6. Foster a culture of exceptional customer service; serve library customers and staff with patience, tact and courtesy.
7. Act in a manner that promotes a harmonious and effective workplace environment and demonstrate support for diversity, equity, and inclusiveness.
8. Exercise initiative, independent judgment, and sound decisions.
9. Work effectively under pressure and meet deadlines.
10. Work quickly and accurately and perform multiple tasks concurrently.
11. Motivate, plan, develop, organize, and prioritize projects and work assignments for efficient results.
12. Apply accounting principles in preparing journal entries, various reports, control records and other information relative to Library Operations' budget.
13. Perform complex arithmetic calculations and generate extensive spreadsheets.
14. Maintain accurate fiscal and clerical records, files, and equipment inventory.
15. Prepare clear, concise, and accurate reports.
16. Accept and manage change and maintain flexibility.
17. Understand, interpret, and explain Library District, branch, and department policies and procedures.
18. Work both independently and as part of a team.
19. Communicate clearly and concisely, both verbally and written.
20. Effectively communicate with and elicit information from difficult, upset and irate customers.

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21. Plan, organize and conduct meetings and public speaking activities.
22. Maintain the mental capacity for effective interaction and communication with others.
23. Work on-call evenings, weekends, and holidays.

Skilled in:

1. Using a variety of automated library systems, services, and budget software.
2. Making accurate arithmetic and budgetary calculations.
3. Instructing others in the use of budget software and work procedures.
4. Maintaining accurate records, files, reports, and inventory of equipment.
5. Supervisory techniques and functional practices; diverse leadership styles.
6. Planning, directing, and reviewing the work of others on a project or day-to-day basis.
7. Preparing clear and concise reports, correspondence, and other written materials.
8. Using initiative and independent judgment within established procedural guidelines.
9. Organizing own work, setting priorities, and meeting critical deadlines.
10. Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
11. Establishing and maintaining effective working relationships with those contacted in the course of the work.

Training and Experience:

Bachelor's Degree in Management or related field required; five (5) years of increasingly responsible office management experience performing similar duties required; three (3) years of supervisory experience required; demonstrated proficiency in word processing, spreadsheet creation, project management software, and other computer skills required;
or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

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Continued employment is contingent upon all required licenses and certificates maintained in active status without suspension or revocation.

Physical Requirements:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a technical environment, use standard office equipment and specialized technical equipment, and stamina to sit or stand for extended periods of time; strength to lift and carry up to 20 pounds; vision to read digital displays, computer screens, mobile devices, and printed materials; and hearing and speech to communicate in person, over the telephone, or electronically.

Environmental Requirements:

Work is subject to travel.

FLSA: **EXEMPT**

CBA: **SUPERVISOR I**

DEVELOPED: **June 2019**