

District Manager

DEPARTMENT:	Public Services
GRADE:	71
CLASS CODE:	DMPE, DMEDI, DMYFS
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	January 2022

Summary:

Under limited supervision, the District Manager manages, oversees, and leads the district-wide work of an assigned specialty focus; develops partnerships, attends community meetings; coordinates with local libraries and communities to enhance library services; serves as a managerial representative of TRL and supervises personnel.

Specialty Focus Areas:

Equity, Diversity, & Inclusion: Leads the development and implementation of proactive equity, diversity, and inclusion initiatives and goals, develops and make recommendations on policies and procedures, and provides guidance to peers and Administrative departments.

Public Experiences: Ensures the delivery of high quality virtual and in-person library services, oversee the development and administration of initiatives and models for district-wide community engagement in physical and virtual spaces.

Youth Services & Programs: Leads the development and administration of district-wide initiatives and services for youth and their families.

Reporting Relationships and Team Work:

Reports to the Deputy Director and provides daily supervision for professional, paraprofessional, and other assigned staff.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

For all District Manager Positions

1. Ensures and facilitates the delivery of high-quality, customer-focused library services which meet the needs of the communities served by TRL. Develops partnerships and coordinates with local libraries and communities to enhance library services.
2. Directs, coordinates, and participates in the development and implementation of initiatives, goals, priorities, and service levels in assigned areas of focus for the TRL district.
3. Selects, trains, supervises, coaches, and evaluates the performance of assigned personnel; ensures staff compliance with TRL policies, procedures and service standards.
4. Participates in the strategic and long-range planning for the operation and future development of TRL. Coordinates services and activities in response to strategic initiatives and goals.
5. Performs professional and administrative duties in planning, implementing, directing, and evaluating customer-focused library services. Prepares and maintains a variety of reports, records and departmental documentation; provide regular updates on activities in assigned areas.
6. Coordinates the development, implementation, and evaluation of training; recruits staff trainers; provides orientation and may serve as staff trainer.
7. Maintains awareness of public library trends and make recommendations for innovation in area of focus.
8. Participates in community, state and/or national organizations; recommends and coordinates pilot projects for TRL.
9. Leads teams and meetings. Serves as a member of various committees and task forces, including the Public Services Team. Represents the library in interactions with community groups, outside organizations, and the general public; accurately communicates, builds and maintains productive community partnerships.
10. Responds to and resolves customer inquiries and complaints. Accurately communicates library policies to the public. Brings matters of public concern to the attention of Administration.
11. Develops and maintains staff intranet modules for assigned area of focus.
12. Develops and manages a department budget.
13. Assists with grant funding related to area of focus.
14. Performs other duties as assigned or required.

Additional Duties for District Managers by Assigned Area of Responsibility:

Equity, Diversity, & Inclusion:

1. Leads the development and implementation of proactive equity, diversity, and inclusion initiatives and goals, including creating and implementing metrics to effectively benchmark organizational progress. Develops and leads a sustainable process to implement and continuously assess and adapt the library's goals related to diversity and inclusiveness.
2. Collaborates with and provides recommendations, guidance, and support to Administrative departments and peer District Managers on equity, diversity, and inclusion issues related to staff and customers.
3. Modifies and develops policies and procedures using knowledge and understanding of the issues surrounding equity, diversity, and inclusion, such as access, implicit bias, institutional racism, culture, and social experiences of communities suffering from marginalization, and knowledge of equity and empowerment frameworks for policy, program, and organizational decision-making.
4. Served as the lead for Americans with Disabilities Act (ADA) compliance, providing recommendations, support, and guidance to Administrative departments, District Managers, and Library Managers.

Public Experiences:

1. Coordinates and directs staff delivery of high quality virtual and in person library services.
2. Works with Administration, District Managers, and Library Managers to ensure effective, welcoming, and positive brick and mortar library experiences for patrons of all ages.
3. Designs, assesses, and directs district community engagement efforts virtually and in-person.
4. Ensures staff have the tools and training needed to provide and assess services based on community need, and to provide excellent customer service.

Youth Services & Programs:

1. Communicates overall in-branch and virtual youth services philosophy and practice.
2. Works with the Deputy Director and other District managers to develop and direct youth and family service activities.
3. Leads the development and implementation of youth and family initiatives and goals, continually adapting to community needs and library goals related to youth and family services.
4. Collaborates with and provides recommendations, guidance, and support to Administrative departments and peer District Managers on youth and family services related to staff and customers.
5. Coordinates and directs staff delivery of high quality virtual and in person library programs.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Current knowledge of facilitating the delivery of high-quality, customer-focused public library services, operations and programming.
2. Knowledge of current trends and developments in the field of public library services.
3. The ability to identify complex problems and examine, evaluate and interpret facts and relevant information to recommend resolutions.
4. Critical thinking and good judgement to meet the needs of patrons, staff and the public.
5. Ability to gather, analyze and compile data for the development of statistics, reports, processes, procedures and recommendations to improve service and staff efficiency.
6. Understanding of the process to prepare and administer budgets, maintain financial and statistical records; make fiscally responsible decisions and circulate instructional information according to established procedures.
7. Knowledge of supervisory principles, practices and methods and the ability to lead and delegate tasks and authority effectively.
8. Efficient independent decision-making and organization skills, and the ability to prioritize tasks, manage multiple projects at the same time, and adapt to changing priorities to meet the demands of the district.
9. Professional and effective written and oral communication skills with ability to readily adapt to diverse people and situations; active listening; facilitating communication across departments and locations.
10. Ability to maintain and uphold confidentiality and privacy rights.

Technology Requirements:

- Strong computer skills, including database management, word processing, creating spreadsheets, document management and organization, email applications and the internet.
- Knowledge of computerized information systems used to satisfactorily complete job responsibilities.

Education and Experience:

Master's Degree in Library Science from an ALA accredited university; or related Master's Degree and three years' management experience, including one year supervisory experience; OR any combination of education and experience which would provide the required knowledge and skills and allows successful performance of the job.

Licenses, Certifications, and Special Requirements:

- State of Washington Librarian Certification may be required.
- A valid Washington State Driver's License.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Physical and Environmental Conditions:

- Work is performed in a busy, service-oriented office with frequent interruptions under the stress of continual pressure to meet deadlines and handle competing priorities.
- Subject to sitting and standing for extended periods of time. May spend time walking, standing, bending, reaching and lifting up to 40 pounds.
- Frequent travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is an Equal Opportunity Employer.