



Public Experiences Coordinator

DEPARTMENT: Public Services

GRADE: 62

CLASS CODE: PSCoord

FLSA STATUS: Exempt

UNION STATUS: Represented

REVISED DATE: January 2022

Summary:

The Public Services Coordinator coordinates a variety of district-wide projects and provides administrative support for the Deputy Director, District Managers, or Public Services Managers. Individuals in this position maintains and provides staff support for software used by Public Services, coordinates and processes contracts, and distributes and receives information on behalf of their supervisory chain as needed.

Specialty Focus Areas:

Early Learning: Coordinates projects and initiatives to serve children birth to 8 and their caregivers, including community training activities and events, virtual storytimes and other district early learning programs. The Early Learning Coordinator provides and coordinates direct service to children birth to 8 and their caregivers in the community and in libraries.

Equity, Diversity, & Inclusion: Coordinates, develops and implements programs and strategies regarding equity, diversity, and inclusion. The Equity, Diversity & Inclusion Coordinator establishes regular meaningful, outcome-based communications with underserved communities and provides culturally, racially, and ethnically relevant expertise.

Programming: Coordinates a variety of district-wide programs and initiatives for all age groups, including the Summer Library Program, MyTRL, WorkSource, Tax Help, Voters Help, and Veterans' Café, and oversees TRL performer contracts.

Public Experiences: Coordinates and facilitates community conversations to gather information and input on topics and issues pertaining to local library service. The Public Experiences Coordinator develops and implements metrics focused on in-person and virtual customer service and engagement interactions, provide support and coordination for Library Managers for library refresh implementation and creates engaging multimedia content across multiple platforms.

Reporting Relationships and Team Work:

A coordinator is a subject matter expert who may provide direction to staff and works as a bridge between departments, employees, and functions. These positions are supervised by a District Manager as part of a service-oriented team.

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.

1. Coordinates district-wide projects and initiatives requiring frequent communication and solicitation of information from Department Directors, Managers, and other staff.
2. Develops, coordinates, and implements training events including project management and contracting with trainers.
3. Develops and maintains support materials for staff.
4. Provides administrative support for the Deputy Director and District Managers including scheduling, coordinating meetings, distributing and receiving information to and from groups and individuals, and answering and responding to phone calls.
5. Develops, prepares, and presents work-plans, surveys, timelines, metrics, reports, and program proposals.
6. Serves as Administrator for software used by Public Services.
7. Collaborates with multiple departments and individuals to assist with and complete district-wide projects. Participates on local and district-wide committees and performs other duties as assigned or required.

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. Knowledge of and demonstrated skill and ability in methods and practices of specialty focus area.
2. Ability to successfully collaborate with many individuals at various levels within the organization.
3. Ability to apply time management skills in coordination of district-wide projects and training events.
4. Ability to effectively coordinate complex projects involving many internal and external stakeholders.
5. Effective organizational skills, including ability to manage multiple projects at the same time.
6. Ability to remain calm and tactful when communicating with patrons and staff.
7. Ability to work independently and innovatively in a variety of situations and be flexible and adaptable to change.
8. Ability to analyze data, processes, and procedures, and develop meaningful reports and recommendations based on the analysis.

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:

Bachelor's Degree and five years' experience in specialty area of expertise such as project management, library services, administrative support; 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:

- Must have a valid Washington State Driver's License and an acceptable driving record
Must pass and maintain a criminal background check.

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.
- 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 also an Equal Opportunity Employer.