

## Public Services Manager

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DEPARTMENT:	Public Services
GRADE:	71
CLASS CODE:	PSMGR
FLSA STATUS:	Exempt
UNION STATUS:	Not Represented
REVISED DATE:	January 2022

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### Summary:

Under limited supervision, the Public Services Manager leads, evaluates and ensures the delivery of high-quality public services in assigned communities. Individuals in this position develop and supervise a collaborative, adaptable, and resilient management team and aid in the development, implementation and execution of the Timberland Regional Library (TRL) Strategic Direction and district-wide initiatives.

### Reporting Relationships and Team Work:

Reports to the Deputy Director and provides daily supervision and direction to managerial 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.*

1. Ensures the delivery of high-quality, customer-focused library services to meet the needs of the communities served by TRL.
2. Directs, coordinates, and participates in the implementation of initiatives, goals, priorities, and service levels in assigned region.
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.
5. Builds and maintains strong and collaborative relationships with staff across TRL. Serves as a primary liaison between staff and TRL Administration.
6. 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; provides regular updates on activities in assigned areas.

7. Participates in community, state and/or national organizations; recommends and coordinates pilot projects for TRL.
8. Facilitates and serves on various committees and task forces, including the Public Services Team. Represents the library in interactions with community groups, outside organizations, and the general public; builds and maintains productive community partnerships and communication channels.
9. Responds to and resolves patron inquiries and complaints. Accurately communicates library policies to the public and brings matters of public concern to the attention of Administration when appropriate.
10. 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. 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, to include 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 two years 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.
- Must have a valid Washington State Driver's License and an acceptable driving record.
- 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.
- Occasional travel is required to attend meetings at other sites and locations, or to participate in work-related assignments.

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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.