

## CITY OF BELLINGHAM

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Head of Public Services and Operations</b>	<b>UNION: 231</b>
<b>CLASS TITLE:</b>	<b>Program Manager 1</b>	<b>SG:S-11</b>
<b>DEPARTMENT:</b>	<b>Library</b>	<b>CS: N</b>
		<b>FLSA: N</b>
		<b>EEO4CODE:PR</b>

#### **JOB SUMMARY:**

Responsible for oversight of Public Services and Operations functions at all Bellingham Public Library locations.

Performs professional administrative and supervisory work; managing, planning and organizing, directing, as well as implementing and assessing of system-wide public services functions, including security and information functions. Develops policies, procedures, processes and service standards to guide the work of staff working at all public service points and operational functions.

#### **SUPERVISORY RELATIONSHIPS:**

Reports to the Library Director. Supervises assigned staff, directs subordinate supervisors, and provides functional direction to those working at public service points. Works collaboratively with all library staff, our partner library staff and academic Connections staff, city staff, and the community. Requires extensive communication, collaboration and planning with other members of the library's management team to address the cross-functional nature of library operations.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

##### **DIRECTS AND MANAGES PUBLIC SERVICES AND OPERATIONS**

1. Oversees the daily activities of library public services, including development and implementation of policies and procedures. Works with Operations Supervisor to develop plans, prioritize and evaluate workload and activities of operations function. Develops and makes recommendations to the library director in areas such as resource allocation, budget management and long-range planning.
2. Either directly or through subordinate supervisors; supervises, develops performance expectations, trains, evaluates and manages performance. Evaluates and makes recommendations on staffing levels, staff development needs, and other personnel matters. Leads in the selection and recommendation for hire of public services staff and assists with other staff appointments as appropriate.
3. Oversees the work of public services personnel. Sets service standards, coordinates workload, projects staffing needs, and schedules public services staff at all locations to provide high level public services to patrons with diverse needs.
4. Manages and directs the work of Security and Information Attendants. Oversees the daily security activities, including development and implementation of policies and procedures, setting service standards, and projecting staffing needs to provide high level service to staff and patrons with diverse needs.

5. Oversees the resolution of public service complaints and library account issues, including payment plans, progressive action, or other steps to resolution.
6. Oversees revenue collection and cash management; including account payments, public copiers and print revenue. Ensures that library revenue is collected and managed in compliance with City policy and State Auditor's recommendations.
7. Serves as the library's representative for City-wide safety and security initiatives; responsible for coordinating the library's emergency planning and overseeing the application of policies related to safety and security, such as video monitoring of the library. Ensures appropriate training related to security and safety is available to staff.
8. Evaluates current services and responds to evolving needs of library patrons. Monitors, analyzes and evaluates the efficacy of service delivery. Develops and recommends plans for future needs in the areas of staffing, funding, and additional service requirements.
9. Prepares, interprets, analyzes, summarizes and presents various routine and non-routine reports about library services and objectives.
10. Collaborates with partner libraries to align Public Services and Operations policies and procedures when possible to assure seamless library services in the region.
11. Coordinates and plans with the Head of Digital Services, any changes to the Integrated Library System as they pertain to Public Services.
12. Responsible for the Public Services and Operations budgets. Prepares, recommends, and administers budgets, and monitors expenditures.

**PROVIDES ADMINISTRATIVE LEADERSHIP**

13. Assists the Director in overall management of the library system as an active and collaborative member of the library management team.
14. Participates in long-range and strategic planning for the library system.
15. Participates in developing the library system budget. Analyzes library needs, resources and projected revenues; reviews and prioritizes budget requests.
16. Articulates, supports, and implements the mission, goals, and policies of the Bellingham Public Library.
17. Promotes library services through active participation, involvement, and leadership in the community and in library committees and projects.

**ADDITIONAL WORK PERFORMED:**

18. May work at the public service points, providing backup to public services staff as needed.
19. May represent the library on city, community or regional committees.
20. May serve as lead or assist in coordinating and supervising capital or special projects as assigned.

21. Participates in related organizations, conferences, and training to enhance skills and remain current in library and customer service practices.
22. Other related duties within the scope of the classification.

### **PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):**

#### Knowledge of:

- And commitment to the library mission, principles, and ‘best practices’ of contemporary public services.
- Federal and state laws and statutes as applies to libraries and personnel.
- City financial policies and fiscal management systems for revenue management and budget, as well as State Auditor requirements as relates to revenue management.
- City personnel policies, procedures and employee labor contracts.
- Bellingham Public Library operations, procedures and relevant city policies.
- Technology, library automated systems, computer technology and standard office software.

#### Skills in:

- Written and oral communication for corresponding and speaking, using tact and diplomacy, with the public, employees and partner organizations.
- Effective problem solving.
- Public speaking.
- Short and long term planning, organizing, managing projects and budgeting.
- Overseeing, training, coaching, mentoring, and evaluating staff.

#### Ability to:

- Articulate, support, and implement the mission, goals, and policies of the Bellingham Public Library.
- Keep current with new trends, innovations, technologies, and techniques in public library management and customer service.
- Apply new knowledge and skills.
- Be accurate, thorough, and timely in the completion of assignments.
- Work effectively with a diverse population and handle different types of situations..
- Train, coach, and mentor others.
- Tolerate considerable ambiguity.
- Formulate, organize, and execute complex plans of work.
- Effectively coordinate, evaluate, and supervise the work and schedules of a large and diverse staff.
- Plan, implement, and evaluate appropriate public services and operations within the parameters of budget and staff resources.
- Demonstrate the city's Public Service Competencies of service orientation; results orientation; and, teamwork and cooperation.
- Maintain consistent and punctual attendance.
- Physical and intellectual ability to perform essential functions of the job including:
  - Ability to stand for long periods of time performing public service duties;
  - Reach shelves up to six feet high and at floor level
  - Correctable visual acuity sufficient to read a computer screen or typewritten page.
  - Lift and carry library materials weighing up to 25 lbs, often in a confined space

**WORKING ENVIRONMENT:**

Work is performed primarily indoors in an office setting with extensive periods of time sitting or standing. Works at a computer workstation and with a variety of office equipment. Frequently interacts with the public on the telephone and in person. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Bachelor's degree in business or other field related to the work to be performed; or, A.A. degree in related field plus two years of related work experience; or, a combination of equivalent education, experience and training.
- Three years of progressively responsible customer service management experience required.
- Two years of supervisory experience required.
- Public library experience preferred.

**NECESSARY SPECIAL REQUIREMENTS:**

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check.
- Must be willing to work various shifts depending upon the needs of the Library including evenings and weekends and to adapt to schedule changes on short notice.

**PREPARED BY:** Carterson/Helgoe/  
Klemanski  
Joint Classification Committee  
11/02

**REVIEWED BY:** \_\_\_\_\_  
Nancy Kerr, Library Director

**REVISED BY:** Kiesner/Kaneshige/  
Klemanski  
5/07  
Kiesner  
5/13  
Kerr/Sullivan/Delker  
11/17