

CITY OF CHATTANOOGA

Classification Specification Title: Assistant Director Library Operations

Department: Public Library

Pay Grade: GS.14

Supervision Received From: Executive Director

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 2/09/24

Revision Dates: 8/27/24

CLASSIFICATION SUMMARY:

Incumbents in this classification are part of the Library's executive team and will work collaboratively to develop and implement a cohesive vision for the Library's future with a goal of improving customer experience. It is expected that incumbents will be forward-thinking, knowledgeable about library trends, as well as possess an appetite for change, working in a fluid environment and solving problems. Work is performed under administrative review, working with the maximum degree of initiative and judgment.

SERIES LEVEL:

The Assistant Director Library Operations is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Delivers consistently excellent customer service while supporting the Library mission to be the community's catalyst for lifelong learning through inspiring communication, integrity, and passion. Internalizes the mission by taking the initiative to self-educate in professional development and skills. Advances the mission using common sense and critical thinking to achieve goals while amplifying team coherence.

While collaborating with the executive team, they will conceive goals, objectives, and execution plans to include setting priorities and performance standards comprehensive in scope in regards to patron-facing functions, organizational development, and staffing. Under advice from reporting library managers, proposes and develops new and improved services and policies based on patron needs, changes in technology, industry trends, and depth of understanding of the Library meta-organization. Coaches reporting managers to facilitate their growth, development, performance, and productivity. Leads in system-wide communication regarding services.

Supervises Library staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained, ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; evaluating and approving requests for leave and making hiring, termination and disciplinary decisions.

Assists in directing the day-to-day services, operations and activities of Library branches and public service areas, which includes budgeting, planning, coordinating, administering and evaluating programs, projects, processes, procedures, systems, standards and/or service offerings; ensuring compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities between multiple service areas and working to integrate and coordinate service areas.

Develops long and short-range plans for the Library system; provides technical and conceptual expertise to all Library employees to aid in planning and decision-making.

Monitors and evaluates the operations and performance of the public service teams at all locations, individually and system-wide; directs and manages the resolution of operational problems and initiates, designs and implements related policy and procedural changes.

Directs customer service relations regarding account discrepancies, customer feedback, and patron policies. Administrator on the integrated library system, in order to manage all patron account, collection, and circulation information.

Researches and reviews best practices and strategies for public library systems.

Conducts various departmental meetings such as project meetings and staff meetings.

Represents the Library at a variety of internal and/or external meetings, public events, training sessions, serves on committees and/or other related events in order to receive and/or convey information.

Communicates and collaborates with internal departments, external consultants, vendors, external agencies, public officials, the general public and/or other interested parties to coordinate work activities, exchange information and resolve problems. Directs departmental financial processes by developing and recommending budget and program costs; ensuring compliance with federal, state and local laws.

Listens to feedback and takes constructive action. Provides basic direction and feedback to other Library employees. Prioritizes patrons and tasks with attention to detail. Communicates effectively at all levels. Considers the impact of actions on an individual, team and the organization. Contributes to the Library Safety Committee.

May serve as Library Director in the Executive Director's absence.

Uses, carries, and answers a cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Master's degree in a related field and six (6) years of applicable experience, including at least three (3) years of library experience, and three (3) years of supervisory experience; or any combination of equivalent experience and education. Public library experience preferred. Master's degree in Public Administration, Library Administration, Library Science (ALA Accredited), or other related field preferred.

LICENSING AND CERTIFICATIONS:

Must possess and maintain a valid Tennessee driver's license.

KNOWLEDGE AND SKILLS:

Knowledge of managerial and leadership principles and practices; budgeting principles; librarianship principles and current practices; computerized information systems; municipal government structures and operations; municipal library operations, principles and practices; network concepts; applicable federal, state and local laws, ordinances, codes, rules, regulations, policies and procedures that affect public library operations; strategic planning principles; structured project methodologies and project planning tools; inventory management principles; automated library systems and intellectual freedom concepts; mathematical principles, including statistical analysis and public relations principles; project management principles and practices; problem-solving methods; customer services principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; using current technology; evaluating complex systems and efficiently formulating and implementing personnel methods, procedures, forms and records; developing and managing budgets; analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals; responding to changing situations and needs; handling multiple tasks simultaneously; developing and analyzing service offerings and programs and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction; analyzing complex library problems and making appropriate recommendations based on findings.

PHYSICAL DEMANDS:

Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force regularly and 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.