

ASSISTANT LIBRARY AND COMMUNITY SERVICES DIRECTOR

Approved: April 2023

FLSA: Exempt

Unit: Unrepresented Management



Definition
Under administrative direction, assists with planning, organizing, managing, executing, and providing general direction and oversight for all programs, activities, and services of the Library and Community Services Department. Participates in developing and implementing long-range strategic planning for the department. Identifies and evaluates current and future community needs and develops and implements initiatives and changes to improve upon department services. Serves as the staff liaison to City advisory bodies. Assists with department budget preparation and fiscal control. Coordinates and fosters cooperative working relationships with department personnel, other City departments, external agencies, volunteers, residents, and the general public as needed and appropriate to carry out City and/or department services, activities, and programs with a high degree of professionalism, competency, and effectiveness. Provides highly responsible and complex professional assistance to the Library and Community Services Director in all areas of the department's administration and operations. Develops and implements complex, long-range projects and initiatives in alignment with City priorities and goals. Serves as the acting Library and Community Services Director in the absence of the Director. Performs related work as required.
Supervision received and exercised
Receives general direction from the Library and Community Services Director. Exercises supervision over supervisory, professional, technical, and clerical staff and volunteers through subordinate levels of supervision.
Class characteristics
This is an Assistant Director classification in the Library and Community Services Department. The incumbent oversees, directs, and participates in major initiatives, projects, and programs of the department and is responsible for providing advanced professional-level support to the Library and Community Services Director in all areas of the department. Responsibilities include performing and directing the department's day-to-day operational functions and assisting in short- and long-term planning, development, and administration. This class is distinguished from the Library and Community Services Director in that the latter has executive responsibility and authority for all department programs, functions, and activities, and for developing, implementing, and interpreting public policy.
Examples of typical job functions (illustrative only)
<p>Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.</p> <ul style="list-style-type: none"> • Manages and participates in the development and implementation of departmental goals, objectives, policies, and priorities; recommends appropriate service and staffing levels; recommends and administers policies and procedures. • Assumes management responsibility for major departmental functions and projects as needed and assigned by the Director, which may include but is not limited to: public libraries, early childhood education, school age child care, indoor/outdoor recreation, older adult (senior) services, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration. • Assists in managing and participates in developing and administering the department's operating budget, including but not limited to: analyzing and forecasting revenues and expenditures needed for staffing, equipment, materials, and supplies; monitoring and approving expenditures; securing and administering grants; recommending and implementing budgetary and personnel-related adjustments as needed and assigned. • Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Director; directs the implementation of improvements. • Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes disciplinary recommendations to the Director. • Serves with a high degree of competency and effectiveness as staff liaison to City advisory bodies and/or committees as needed and assigned.

- Manages the assessment of the condition of department facilities, ensures participant safety and manages requests and completion of maintenance work projects for City facilities; guides those who monitors and control supplies and equipment including the ordering of supplies and materials as necessary.
- Represents the City and department as needed and assigned to stakeholders, including but not limited to: residents, governmental agencies, community groups, educational institutions, consultants, interest groups, and/or businesses regarding questions, problems, concerns, and activities in the provision of department operations, activities, and services; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts departmental organizational and operational studies and investigations; recommends improvements modifications to programs, policies, and procedures as needed and appropriate.
- Oversees development, implementation, and administration of contracts and use agreements as needed and assigned.
- Ensures compliance with relevant health, safety, and licensing laws and guidelines; ensures maintenance and update of all records required by Federal, State, and local regulatory agencies.
- Evaluates community recreation needs and interests; directs the preparation of community surveys, analysis of resulting data and recommendation of new recreation and social services programs or improvements to meet community needs.
- Develops, maintains, and reviews staff, financial, and statistical reports related to grants, program participation and analysis, expenditures, and revenues.
- Receives and responds to or delegates the authority to respond to inquiries, concerns, and complaints regarding department programs, activities, and personnel.
- Acts as the Library and Community Services Director in their absence or as assigned.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Administrative principles and practices, including but not limited to: goal setting, project management, program development, implementation, and evaluation, staff supervision and performance management.
- Public agency budget administration, procurement processes, administrative practices, and general principles of risk management.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of departmental policies, programs, program planning and implementation, systems development, and current and emerging trends and practices.
- Principles, practices, and methods of effective municipal management applicable to departmental functions, including but not limited to: public libraries, early childhood education, school age child care, indoor/outdoor recreation, older adult (senior) services, strategic and master planning, community and civic engagement, volunteers and internships, systems management, contracts and use agreements, personnel and/or budget administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, training, and professional development.
- Effective and current media and public relations techniques, resources, and methods.
- Professional-quality research and reporting methods, techniques, and procedures, including methods and techniques for the development of effective professional-quality presentations and business correspondence.
- Recent technological, professional, and societal developments, current literature, and sources of information related to all functional areas of the Library and Community Services Department.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service and effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, vendors / contractors, the public, and City staff.
- Current and emerging new principles of diversity, equity, inclusion, and belonging as they apply to public administration and municipal service delivery.

Ability to

- Recommend and implement goals, objectives, and practices for providing effective and efficient municipal services provided by the Library and Community Services Department.
- Assist in preparing and administering large and complex budgets; allocate limited resources in a cost-effective manner.
- Administer complex, technical, and professional municipal services and programs in an independent and cooperative manner.
- Develop plans, services, and programs to meet changing community needs and ensure that programs are consistent with best practices and optimize the use of technology.
- Prepare clear, concise, accurate, professional quality reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively lead, plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a Master's degree from an accredited college or university with major coursework in public administration, library and information science, education, business administration, or a related field
- Five (5) years of increasingly responsible supervisory and/or administrative experience in public administration, public libraries, early childhood education, school age childcare, parks and recreation, and/or social services, preferably in a public agency.
- Additional qualifying experience can substitute on a year-for-year basis for up to two years of education.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's license by time of appointment.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

Environmental elements

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may partially work in the field and may occasionally be exposed to loud noise levels, cold and/or hot temperatures, vibration,

chemicals, mechanical and/or electrical hazards. Employees may also work outside, in sunlight with exposure to heat.