

PUBLIC SERVICES MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position is located in Schenectady County Public Library and involves responsibility for management of people, processes, the operations, and services provided by assigned team(s) within the library. The Public Services Manager develops, administers, implements and evaluates services to the public and is responsible for managing the work of assigned staff through selecting, supervising, training, monitoring, counseling, scheduling and reviewing work. Work is performed under general supervision from a higher-level supervisor. General supervision is received from the Executive Director with wide leeway given for carrying out the details of the work. Supervision is exercised over the work of subordinate personnel and volunteers. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Research, develop, implement, promote and evaluate programs, collections and services that meet the needs of people of diverse backgrounds and interests and continually enhance the library experience for customers. Seek, evaluate and adapt input from community organizations, businesses, schools and individuals as key resources.
- Select, supervise, train, monitor, counsel, schedule and evaluate work of assigned employees and volunteers.
- Participate in developing and implementing policies, procedures and service plans. Contribute to initiatives and projects across the library.
- Serve as Person-in-Charge and oversee, monitor and evaluate team's customer service activities, resolving customer complaints and other difficult situations as needed.
- Provide strategic direction to employees and identify objectives for team and direct reports based on library-wide objectives. Monitor progress and implement action plans to meet objectives.
- Design, implement and monitor team operations, activities and procedures to best serve the community.
- Engage with community through participation in community events, organizations, groups, and other initiatives in order to inform development of library programs, collections and services.
- Identify opportunities and initiate outreach to promote awareness and utilization of library services by the community.
- Share, cooperate and collaborate with organizations and educational, cultural and social agencies serving the community.
- Manage spending and ensure assigned funds are spent appropriately within budgeted amounts and in the best interests of the community.
- Coordinate acquisition, cataloging, and processing of the collection.
- Manage operations related to the integrated library system, including internal procedures and training.
- Monitor use and maintain quality of collections. Ensure employees know and implement guidelines put forth in the library's collection development policy and plan. Oversee display and marketing of departmental collections to increase awareness and utilization.
- Maintain awareness and skill regarding digital and print resources, popular computer applications and Library computer systems. Seek out and participate in professional development opportunities to generate ideas for improvements to library services.
- Performs a variety of related duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of current library theories, issues, practices and trends; Ability to interpret library policies, objectives and services to community groups, educational leaders, other organizations and the general public; Familiarity with new and emerging technologies used in libraries and ability to learn and assist others with them; Skill in supervising, training, selecting, monitoring, counseling and evaluating assigned employees; Ability to communicate clearly and effectively; Ability to demonstrate effective leadership skills, including responsibility for outcomes, personal productivity, practical thinking, adaptability, coaching, interpersonal skills and business ethics; Commitment to continuous improvement and self-directed learning; Skill in operating a personal computer, office equipment, PC applications, and electronic resources as used in libraries; Ability to establish and maintain effective working relationships with those contacted in the course of work; Ability to remain calm in difficult situations and mediate and resolve conflict effectively; Ability to exercise effective and appropriate judgment and independent decision-making; Ability to manage multiple projects simultaneously, prioritize effectively, adapt flexibly to changing priorities, and meet deadlines; Ability to manage and improve operations to optimize efficiency and effectiveness.

MINIMUM QUALIFICATIONS:

- Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience providing services to the public, two (2) of which must have been in a library setting, and three (3) years of supervisory experience.

Adopted
CSC 07/18/23

JC: COMPETITIVE