

Support Services Manager

Direct Supervisor: Library Director
Department: Mead Public Library
Version Date: July 28, 2022
Salary Grade: S
FLSA Status: Exempt



Position Summary:

The purpose of this position is to ensure that employees, volunteers, work routines, and programs meet the organization's goals and objectives for the entire Mead Public Library support services effort. This position manages the work of persons in the organization who provide services to other library staff and is also expected to be dynamic leader within the management team. Work is performed under the direction of the Library Director.

Essential Responsibilities:

1. Translates library's mission, values and strategy to employees, policy, and work routines
2. Works closely in a management team to improve the overall value, effectiveness and efficiency of all library resources and services
3. Leads and works with others in teams to evaluate, develop, and improve services, policy, goals and objectives, routines, service satisfaction, workplace environment, and financial results
4. Develops positive relationships with the citizens who use the library
5. Measures, monitors and improves organizational processes and work routines of the Support Services Team to improve value, efficiency, effectiveness, and customer satisfaction/loyalty
6. Coaches and mentors both individual employees and work teams to exceed expectations
7. Works with persons throughout the organization to identify, evaluate, and find creative solutions for problems in need of resolution
8. Coordinates the evaluation, development, and monitoring of library collections
9. Researches and prepares job descriptions, performance appraisals, and employee training and development plans
10. Manages and schedules staffing of Support Services Employees
11. Researches and sets individual employee work routines and standards
12. Monitors support services annual budgets
13. Manages the organization's effort to assess, acquire, install and evaluate technology to meet the changing needs of customers and to constantly improve efficiency
14. Works to assure the successful development of quality process improvement initiatives
15. Gathers data and monitors progress and trends related to the organization's strategic initiatives

Education & Experience:

1. ~~Bachelor's degree with three years of managerial experience, or~~ Master's degree in Library Science **required** ~~or related field with three years' professional library experience.~~
2. Possession of a valid Wisconsin driver's license required.

Qualifications & Skills:

1. Ability and willingness to learn, adaptability to new technologies, flexibility when faced with a challenging situation, and ability to work in an ambiguous environment

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2. Ability to partner, work within and lead teams, build alliances and relationships, identify and implement solutions, and build participative processes
3. Ability to listen, choose an appropriate medium for a message, present information clearly and concisely, and give and receive feedback
4. Ability to analyze and evaluate information and situations, problem-solving, decision making, and conceptualizing
5. Ability to demonstrate accountability, integrity, positive influence, having future focus, and accept the responsibilities of being a leader
6. Ability to be self-aware, listen, give feedback and assess performance, understand and value diversity, develop and coach staff, effectively implement the hiring and selection process, and prevent and resolve conflict
7. Ability to accurately assess situations, set and monitor goals, delegate, manage implementations and projects, and evaluate outcomes
8. Ability to understand and manage financial, information technology, and space resources
9. Ability to create excellent relationships with the citizens who use the library
10. Ability to lead organizational efforts toward efficient and effective processes
11. Ability to provide first-line supervision
12. Ability to exercise good judgment, decisiveness and creativity when problem solving
13. The ability to communicate effectively ideas and information both in written and oral form.
14. The ability to calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the use of a calculator
15. Strong interpersonal, communication and organizational skills and a strong sense of responsibility and initiative.
16. Work closely with the Supervisor and coworkers in performing a variety of tasks.
17. Ability to work independently in a fast-paced environment with frequent interruptions.
18. Ability to set priorities in order to meet assignment deadlines.

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

Work Environment:

The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Sitting, standing, walking, climbing and stooping
2. Bending, twisting and reaching
3. Talking and hearing; use of the telephone
4. Lifting and carrying: 50 pounds or less
5. Pushing and pulling: objects on wheels weighing 60-100 pounds
6. Handling: processing, picking up and shelving library materials
7. Fingering: typing, keyboarding, writing, filing, sorting, shelving and processing
8. Mobility: travel to meetings outside the library

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Department Summary:

The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.

Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee Name:_____ Employee Number:_____

Employee Signature:_____ Date:_____