

CITY OF GLENDORA SUPPORT SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under the general direction of the Library Director, performs professional administrative duties while overseeing the daily operation of a major division of the library; manages, plans, directs and coordinates the functions and operations of the Support Services Division of the City's library system, including circulation, technical and materials management services; monitors and coordinates library building maintenance needs with other City departments; trains, supervises and evaluates assigned personnel; manages the library's emergency preparedness program; serves as a member of the Library's leadership team; participates in the development of policies and procedures for the Library; participates in the development and administration of the Library's annual budget and plan of service; provides oversight of the Library computer system and related support services functions; provides highly responsible and complex administrative and leadership support to the Library Director and Board of Library Trustees; performs related duties as required.

CLASS CHARACTERISTICS

The Support Services Manager is a management classification that reports directly to the Library Director and assumes responsibility for major functional areas of the Library including responsibility for a major library division. Responsibilities include directing and supervising full and part-time professional and paraprofessional staff and volunteers working with a complex integrated library system, databases, computers, and multiple-format resources. This position has a high level of interaction with the public and other City departments, and performs difficult and highly complex library assignments requiring a high degree of customer service interaction and skills.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Directs the preparation and administration of related budget and expenditure controls for division; prepares and maintains various reports, records and documents related to library services and operations; assumes responsibility for the selection of permanent and temporary full-time and part-time personnel; implements goals and objectives; plans, organizes, and assigns work; schedules staff for maximum customer service support; evaluates work distributions and staffing and recommends staffing reorganizations; develops and establishes work methods and standards; directs or conducts staff training and development; facilitates team building; works

closely with supervisor(s) regarding employee problems and concerns; reviews and evaluates employee performance and recommends disciplinary action. (All)

2. Serves as a member of the library's leadership team; articulates the mission and goals of the entire library; develops and presents overall aim and goal of library services; fairly represents each service area and weighs overall public benefit in decision-making. (a b f g h j l n o p)
3. Assists the Library Director in the overall operation of the Library, including participation with the preparation of administrative budgets and reports; participates in establishing goals, long-range planning and annual plan of service; assists in the development of policies and procedures for the department to achieve the department's goals, objectives, and work standards. (All)
4. Represents the Library Director at professional and staff meetings and community functions as assigned; may act for the Library Director in the Director's absence. (a b f g h j k l m n o p)
5. Responsible for library facility maintenance and capital projects; monitors contractual services for cleaning, emergency service response and equipment maintenance in coordination with Public Works personnel; determines required servicing and repairs of plumbing fixtures, heating and air-conditioning, elevators, fire alarms, emergency lighting and other related building maintenance activities; recommends procedures and works closely with other City departments relating to the preventative maintenance and repair of the library facility. (a b c h j k m p q)
6. Supervises all aspects of materials management, circulation, copy center and bookstore; provides event support and handles facility rentals and reservations; provides direct service to the public; handles complaints and resolves problems; hires, trains and evaluates personnel and work processes for Support Services. (a b e f h i j k l m n p q)
7. Responsible for library's integrated library computer system and related technologies including the online catalog, system enhancements, circulation system, web and email services and related hardware and software; tracks and responds to hardware and software issues for public and staff computers and peripherals in coordination with the City's Information Systems division. (a b d e f h j k m p)
8. Manages the library's emergency preparedness program; maintains up-to-date written procedures; trains and updates staff in library and City emergency response procedures; participates in city-wide safety and emergency planning teams. (a b h i j k n o p q)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly, concisely and effectively, both orally and in writing.
- b. Establish and maintain effective relationships with the community, City Council, Library and Foundation Boards, city departments, public officials, staff, management and volunteers.
- c. Operate and determine necessary repairs for library facilities and equipment.
- d. Ability to acquire and demonstrate knowledge of operating systems and integrated library systems.
- e. Working knowledge of computer operating systems in various environments and skill at maintaining them.
- f. Develop plans for future library services that respond to changing community needs and goals.
- g. Research and prepare complex reports on a variety of subjects.
- h. Analyze data and information and draw logical conclusions.
- i. Select, train, supervise and evaluate employees and volunteers.
- j. Analyze unusual situations and resolve them through application of management principles and practices.
- k. Make decisions regarding operational and personnel functions.
- l. Deal constructively with conflict and develop effective resolutions.
- m. Operate programs within allocated amounts using financial statements, cost accounting reports and other budgetary tools.
- n. Understand, explain and apply policies and procedures.
- o. Represent the Library and City in a variety of meetings.
- p. Respond to emergency and problem situations in an effective manner.
- q. Lift up to 50 pounds, bend, pick up and reach overhead to top of shelving.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A Bachelor's degree in business or public administration, marketing, public relations, or a related field and four years of progressively responsible library experience including two years of administrative and supervisory responsibility that includes experience in budgeting and goal setting and attainment. Facilities maintenance experience is desirable.

Knowledge and Skill Levels

Thorough knowledge of the theories, principles, practices, methods, materials and organizational arrangements common to the field of library science; knowledge of building systems and ADA requirements associated with maintaining and operating buildings, fixtures, and heating and air-conditioning systems; working knowledge of the principles of public administration; informational needs and approaches to be taken in analyzing administrative and work processing issues; use of various library tools including databases and web resources; practices involved in the processing of library materials; excellent writing, organizing, analytical, public speaking and presentation skills; strong leadership and interpersonal skills; City operations and administrative policies affecting departmental operations and personnel matters; budget preparation principles and administration; principles of supervision, management, and training; employee and public relations techniques; customer service techniques; integrated computer systems relevant to the operations of a library and information access; working knowledge of computers working in a Windows and Mac environment; knowledge and application of cutting edge technology to enhance library services.

Special Requirements

Ability to work various shifts including evenings and weekends.

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office/library setting. Duties are often performed at a customer service counter, desk or computer terminal; subject to noise from library operations and from office equipment operation; frequent interruptions and contact in person and on the telephone with the general public, City staff, and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office/library setting; to stand or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull up to 50 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Revised by *Johnson & Associates LLC* June, 2006

Employee Association: Glendora Management Association (GMA)