



# Sacramento Public Library Authority

May 22, 2014

**Agenda Item 8.0: Revised Position Descriptions  
Capital Project Manager  
Community Services Manager**

**TO: Sacramento Public Library Authority Board**

**FROM: Rivkah K. Sass, Library Director  
Liane Lee, Human Resources Manager**

**RE: Revised Position Descriptions  
Capital Project Manager and Community Services Manager**

**RECOMMENDED ACTION(S):**

**Adopt** Resolution 14-14, approving the Sacramento Public Library Authority's Revised Position Descriptions for Capital Project Manager and Community Services Manager as shown in Exhibits A and C.

**REASON FOR RECOMMENDATION**

Library staff are in the process of reviewing position descriptions and revising accordingly to better meet the needs of the system, especially in light of the fact that a number of positions were held vacant during the recent budget challenges.

The Capital Project Manager position description has been updated to bring the description into alignment with needs of the Library, especially regarding short- and long-range planning and assessment, as well as the format modified to be more clear and easier to review.

The Community Services Manager position has been updated to more accurately reflect the need to plan, direct and review activities and operations of the Sacramento Public Library's partnerships, outreach and volunteer services, as well as to secure and oversee grants and other funding opportunities.

These changes will result in no fiscal impacts.

**ATTACHMENT(S):**

Resolution 14-14, approving the Library Authority's Position Description Revisions.

Exhibit A: Revised Position Description – Capital Project Manager-Clean Copy

Exhibit B: Revised Position Description- Capital Project Manager- Redline Copy

Exhibit C: Revised Position Description – Community Services Manager-Clean Copy

Exhibit D: Revised Position Description- Community Services Manager-Redline Copy



# Sacramento Public Library Authority

## RESOLUTION NO. 14-14

Adopted by the Governing Board of the Sacramento Public Library Authority on the date of:

May 22, 2014

### **APPROVING THE SACRAMENTO PUBLIC LIBRARY AUTHORITY REVISED POSITION DESCRIPTIONS FOR CAPITAL PROJECTS MANAGER AND COMMUNITY SERVICES MANAGER AS SET FORTH IN EXHIBITS A and C**

BE IT HEREBY RESOLVED BY THE GOVERNING BOARD OF THE SACRAMENTO PUBLIC LIBRARY AUTHORITY AS FOLLOWS:

1. Approve the revised position descriptions for Capital Projects Manager and Community Services Manager as set forth in Exhibits A and C.

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Angelique Ashby, Chair  
 Jeff Slowey, Vice-Chair

ATTEST:  
Rivkah K. Sass, Secretary

By: \_\_\_\_\_  
Linda J. Beymer, Assistant Secretary

**ATTACHMENT(S):**

- Exhibit A: Revised Position Description – Capital Project Manager-Clean Copy
- Exhibit C: Revised Position Description – Community Services Manager-Clean Copy

Board Approved:	10/2008
Revision:	5/22/2014
Department:	Administration
Unit:	Unrepresented Management
Grade:	Management Broadband
FLSA Status:	Exempt

## **Job Description                      CAPITAL PROJECT MANAGER**

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### **BASIC FUNCTION**

Plan, initiate, execute, facilitate, close out and audit capital projects for the library system that vary in scope and funding; develop standards, specifications and project documentation to support the implementation of the library plan of service in the facilities for all Sacramento Public Library locations; coordinate assigned activities with other library services and outside agencies; participate in development of system-wide plans, policies and procedures.

### **MAJOR DUTIES AND RESPONSIBILITIES**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Review and revise the Library Facility Master Plan, incorporating statistical and community data elements in conjunction with staff and administration.
- Evaluate potential sites and/or conditions of existing locations for the purpose of determining construction and/or renovation requirements and ensuring that locations meet all project needs, requirements and specifications.
- Research, explore and recommend strategies for updating facilities.
- Develop and implement goals, objectives, policies and procedures.
- Measure and evaluate work processes, services and products.
- Develop and provide data to library work teams, consultants, vendors, contractors, and partner jurisdiction representatives to assist in facility planning and decision-making.
- Develop, conduct and assist in community needs analyses, including focus groups, stakeholder interviews and surveys.
- Incorporate energy and environmental efficiencies in planning with special attention paid to Leadership in Energy & Environmental Design (LEED) principles.
- Develop annual capital improvement work plans in conjunction with managers and supervisors.
- Develop, implement and manage evaluative techniques and measures (i. e., Outcomes Measures) to address building effectiveness, services and programs.
- Manage enterprise-wide projects arising from the planning process.
- Develop and administer budget for the department; forecast funds needed for equipment, materials and supplies; monitor and approve expenditures; implement midyear adjustments; administer library materials budget, allocating funds to system-wide needs; assist in the development of construction, furniture and equipment budgets.
- Participate in management team; make recommendations regarding budget adjustments, policy and long-range planning,
- Lead and participate in system-wide committees, task forces and staff training.
- Initiate and participate in problem identification and problem-solving; seek out creative and innovative approaches to service, program delivery and problem resolution.
- Ensure library customer service needs are met through analysis, community studies, customer requests and feedback; respond to and resolve issues, concerns and complaints
- Represent the library to other agencies and organizations; make formal and informal presentations; work with the Sacramento Public Library Foundation on initiatives; promote the library within service area.
- Prepare, maintain and provide statistics and reports write letters, memos, reports and summaries.
- May supervise staff.
- Perform other related duties as assigned.

## *JOB DESCRIPTION – CAPITAL PROJECT MANAGER*

### **QUALIFICATIONS:**

Knowledge of:

1. Federal, State and local laws, regulations and ordinances pertaining to capital projects.
2. Principles and practices of long-term and strategic planning.
3. Principles and practices of budget preparation and administration.
4. Modern public library operations, services and activities.
5. Current trends and innovations in public librarianship and information delivery, including emergent technologies.
6. Principles and practices of intellectual freedom.
7. Modern office methods and equipment, including computers and assigned software.
8. Principles and practices of project management.

### **Ability to:**

1. Learn, interpret and apply Sacramento Public Library's policies and procedures
2. Act as a representative of Sacramento Public Library.
3. Work independently with little direction.
4. Operate personal computer and software programs.
5. Meet schedules and timelines.
6. Pay attention to detail and maintain accurate records.
7. Work with information in confidence and with discretion.
8. Establish priorities, organize work and meet schedules and timelines.
9. Exercise sound judgment and make independent decisions.
10. Choose an effective course of action and develop appropriate solutions.
11. Read blueprints, construction drawings and building specifications.
12. Keep current by reading professional publications, newsletters, trade journals, newspaper and magazines.
13. Develop, analyze, prepare, monitor and control large and complex budgets.
14. Prepare accurate and reliable reports containing findings, conclusions and recommendations.
15. Anticipate customers' needs and deliver services by focusing on the customer.
16. Maintain composure in crisis situations.
17. Establish and maintain cooperative and effective working relationships.
18. Understand and carry out oral and written direction.
19. Communicate both orally and in writing in a clear and concise manner.
20. Travel throughout library service area.

### **EXPERIENCE**

Four years' recent experience (within the last 5 years) managing capital construction projects of varying scope and size is required. Experience in library operations preferred.

### **EDUCATION**

Bachelor's degree from an accredited college or university in Project Management, Architecture, Civil Engineering, Construction and Building Management or related field is required.

### **LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED**

Valid Class C California Driver License and proof of insurance are required.

### **OTHER REQUIREMENTS**

Personal transportation for job-related travel.

*JOB DESCRIPTION – CAPITAL PROJECT MANAGER*

**WORKING CONDITIONS**

***Environment:***

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will include indoor office and construction environments.

***Physical Abilities:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items up to a strength factor of light work.
- Hear and speak to exchange information in person and on the telephone.
- Use close vision, color vision, and adjust focus visually.
- Possess dexterity of hands and fingers to operate equipment.
- Stand and walk.
- Bend at the waist, kneel or crouch.
- Sit or stand for extended periods of time.
- Climb a step stool or ladder and reach above shoulders.

***Hazards:***

Contact with abusive or dissatisfied individuals is possible.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Board Approved:	10/2008
Revision:	05/22/14
Department:	Administration
Unit:	Unrepresented Management
Grade:	Management Broadband
FLSA Status:	Exempt

## Job Description      CAPITAL PROJECTS MANAGER

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### **BASIC FUNCTION**

Plans, initiates, executes, facilitates, closes out, and audits capital projects for the library system; ~~which vary in size and scope;~~ develops standards, specifications and project documentation to support the implementation of the library plan of service in the facilities for all Sacramento Public Library branches; coordinates assigned activities with other library services and outside agencies; participates in development of system-wide plans, policies and procedures; ~~models expected behavior; and performs other duties as assigned.~~

### **MAJOR DUTIES AND RESPONSIBILITIES**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

#### **LEADERSHIP**

- ~~Models behaviors that engender trust, loyalty and ensure the organization's continued vitality;~~
- ~~Articulates a strong vision of the future and the ability to obtain it;~~
- ~~Inspires others to reach for new heights;~~
- ~~Sets the tone and direction for the organization;~~
- ~~Establishes, articulates and models the values of the organization;~~
- ~~Establishes clear expectations and direction for employees to meet departmental and organizational goals; motivates and engages employees through effective communication;~~
- ~~Acts with integrity, honesty and professionalism in all interactions;~~
- ~~Leads through collaboration, team building, and consultation, mentoring and coaching and models this leadership style for others;~~
- ~~Models the enthusiasm, hard-working attitude, competence and commitment to quality and growth expected from others.~~

#### **MANAGERIAL**

- ~~Develops and implements goals, objectives, policies and procedures for the effective operation of the department;~~
- ~~Measures and evaluates work processes, services and products to achieve goals;~~
- ~~Sets, communicates and achieves a standard of excellence for department;~~
- ~~Works effectively with others within the department and across organizational boundaries;~~
- ~~Displays consistency in dealings with employees;~~
- ~~Allocates decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individual's effectiveness;~~
- ~~Sets clear performance expectations for staff, reviews progress, provides feedback and guidance; acknowledges and develops talent; holds others accountable;~~
- ~~Builds strong working relationships and a positive work environment;~~
- ~~Is receptive to feedback, willing to learn, and embraces continuous improvement.~~

#### **GENERAL**

- ~~Plans, initiates, executes, facilitates, closes out, and audits capital projects for the library system, which vary in size and scope; develops standards, specifications and project documentation to support the implementation of the library plan of service in the facilities for all Sacramento Public Library branches.~~
- Reviews and revises the Library Facility Master Plan, incorporating, ~~new~~ statistical and community data

## JOB DESCRIPTION – CAPITAL PROJECT MANAGER

elements in conjunction with staff and administration. ~~with Director of Facilities, Branch Services Managers and work unit supervisors;~~

- ~~Evaluate potential sites and/or condition of existing locations for the purpose of determining construction and/or renovation requirements and ensuring that locations meet all project needs, requirements and specifications.~~
- ~~Researches, explores and recommend strategies for updating facilities.~~ ~~to incorporate trends that will impact service and operations;~~
- Develops and implements goals, objectives, policies and procedures. ~~for the effective operation of the department;~~
- Measures and evaluates work processes, services and products. ~~to achieve goals;~~
- Develops and provides ~~needed~~ data to library work teams, consultants, vendors, contractors, and partner jurisdiction representatives to assist in facility planning and decision making.
- Develops, conducts and assists in community needs analyses, including focus groups, stakeholder interviews, and surveys.
- Incorporates ~~attention to~~ energy and environmental efficiencies in planning with special attention paid to (Spell this out) (LEED) principles.
- Develops annual capital improvement work plans in conjunction with managers and supervisors.
- ~~Assists in the development of construction, furniture and equipment budgets.~~
- Develop, implement and manage evaluative techniques and tools ~~measures (i. e. Outcomes Measures) to address for the evaluation of building effectiveness,~~ services and programs, ~~as related to capital projects;~~
- ~~Develops, implements and manages Outcomes Measures and other similar evaluative techniques for measuring building effectiveness and planning;~~
- Manages enterprise-wide projects arising from the planning process.
- ~~Develops and administers the~~ budget for the department; forecasts funds needed for equipment, materials and supplies; monitors and approves expenditures; implements midyear adjustments. administers approved budget; administer library materials budget, allocating funds to system-wide needs; assist in the development of construction, furniture and equipment budgets,
- ~~Administers the library materials budget, allocating funds to system-wide needs;~~
- Participates in management team; make recommendations regarding budget adjustments, recommending policy and long-range planning, budget recommendations and adjustments
- Leads and participates in system-wide committees, task forces, and staff training. ~~for staff at all levels and classifications;~~
- Initiates and participates in problem identification and problem solving ~~across the library system;~~ seeks out creative and innovative approaches to service, program delivery and problem resolution.
- ~~Responds to and resolves library customer issues, concerns, and complaints;~~
- Ensures ~~that~~ library customer service needs are met through analysis, community studies, customer requests and feedback; respond to and resolve issues, concerns, and complaints
- ~~Promotes the library within service area; r~~ Represents the library to other agencies and organizations; makes formal and informal presentations; works with the Sacramento Public Library Foundation on initiatives; promotes the library within service area.
- Prepares, maintains, and provides statistics and reports ~~based on a variety of files, lists, and databases;~~ writes letters, memos, reports and summaries.
- ~~Reads professional publications, newsletters, and electronic lists to keep knowledge, skills, and abilities current; attends and presents at meetings, workshops, and conferences; participates in library activities on a state, regional, and/or national basis;~~
- ~~Maintains positive relationships with other staff and members of the public; handles confidential or sensitive information with discretion;~~
- May ~~indirectly~~ supervise staff.
- Perform other related duties as assigned.

**QUALIFICATIONS:**

Knowledge of:

- 1.
2. ~~Pertinent~~ Federal, State and local laws, regulations and ordinances pertaining to capital projects.
3. ~~The pP~~ Principles and practices of long-term and strategic planning.
4. ~~Effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions;~~
5. ~~The pP~~ Principles and practices of budget preparation and administration.
6. ~~The principles, practices, and procedures of assigned area of specialty and responsibility;~~
7. Modern public library operations, services, and activities; ~~knowledge of~~
8. ~~e~~Current trends and innovations in public librarianship and information delivery, including emergent technologies.
89. ~~The pP~~ Principles and practices of intellectual freedom, ~~and the Library Bill of Rights;~~
9. ~~Reading blueprints, construction drawings, and building specifications;~~
10. Modern office methods and equipment, including computers and assigned software. Computer software, including Microsoft Project or Project Scheduling, standard office and data analysis applications and the internet;
11. Principles and practices of project management.

Ability to:

1. Learn, interpret and apply Sacramento Public Library's policies and procedures
1. ~~Act as a representative of Sacramento Public Library to the public;~~
2. ~~Utilize appropriate interpersonal styles and methods of communication to gain acceptance, cooperation or agreement of a plan, activity, and/or program;~~
3. ~~Convey information clearly and concisely to groups or individuals either verbally or in writing;~~
2. Work independently with little direction.
3. Operate personal computer and software programs.
4. Work independently with little guidance.
5. Meet schedules and time lines.
6. Pay attention to detail and maintain accurate records.
7. Work with information in confidence and with discretion.
8. Establish priorities, organize work and meet schedules and timelines.
- 4.9. Exercise sound judgment and make independent decisions;
5. ~~Be proactive and take prompt action to accomplish objectives;~~
  10. ~~Initiate, facilitate, plan or implement change initiatives; support innovation and creativity; assist employees to accept and resolve challenges resulting from a dynamic environment;~~
  6. ~~Maintains positive relationships with other staff and members of the public; handles confidential or sensitive information with discretion~~
  11. ~~Effective approaches for e~~Choosing an effective course of action and a course of action or developing appropriate solutions, and/or reaching conclusions;
  - 7.12. ~~Reading~~ blueprints, construction drawings, and building specifications.;
8. ~~Keep current by R~~eadings professional publications, newsletters, trade journals, newspaper and magazines, and electronic lists to keep knowledge, skills, and abilities current; attends and presents at meetings, workshops, and conferences; participates in library activities on a state, regional, and/or national basis;
9. ~~Build personal accountability; take ownership for solving problems;~~
- 10.13. Develop, analyze, prepare, monitor and control large and complex budgets.
- 11.14. Prepare accurate and reliable reports containing findings, conclusions and recommendations.
- 12.15. Anticipate customers' needs and deliver services by focusing on the customer;
13. ~~Respond to customers in a timely, accurate, courteous, respectful and friendly manner;~~

## *JOB DESCRIPTION – CAPITAL PROJECT MANAGER*

- ~~14-16. Maintain a calm atmosphere composures in and effectively handle crisis situations, which may occur~~  
~~15-17. Establish and maintain cooperative and effective working relationships.~~  
~~16-18. Understand and carry out oral and written directions~~  
~~17-19. Communicate both orally and in writing in a clear and concise manner.~~  
~~18-20. Travel throughout library service area.~~

### **Skill in:**

- ~~1. Coordinating, facilitating and participating in a collaborative approach to the completion of tasks or assignments or to meet defined goals;~~
- ~~2. Analyzing complex problems or issues, evaluating alternatives and implementing changes;~~
- ~~3. Possessing attention to detail and follow through on tasks effectively and efficiently;~~
- ~~4. Setting and meeting goals and objectives, in short, medium and long terms;~~
- ~~5. Prioritizing and multitasking;~~
- ~~6. Developing and maintaining strong relationships with customers (internal and external);~~
- ~~7. Working independently and as part of a team.~~

### **EXPERIENCE**

Four ~~years~~ years' recent experience (within the last 5 years) ~~experience~~ managing capital constructions projects of varying different scope and size.

### **EDUCATION**

Bachelor's degree from an accredited college or university in Project Management Architecture, Civil Engineering, Construction and Building Management or or related field; ~~AND~~

### **LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED**

~~A valid Class C California Driver License may be required for some positions at the time of appointment. a valid Class C California Driver License~~ and proof of insurance is required.

### **OTHER REQUIREMENTS**

Personal transportation for job-related travel.

### **WORKING CONDITIONS**

~~Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally seated, standing or walking at will. Requires repetitive motion in the operation of a computer. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.~~

~~Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires travel throughout the library service area as well as nationally. May require working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, or resolve situations or problems. There may be some exposure to angry or hostile individuals.~~

### **Environment:**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will primarily be an indoor office environment.

*JOB DESCRIPTION – CAPITAL PROJECT MANAGER*

**Physical Abilities:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items up a strength factor of light work.
- Hear and speak to exchange information in person and on the telephone.
- Use close vision, color vision, and adjust focus visually.
- Possess dexterity of hands and fingers to operate equipment.
- Stand and walk.
- Bend at the waist, kneel, or crouch.
- Sit or stand for extended periods of time.
- Climb a step stool or ladder and reach above shoulders.

**Hazards:**

Contact with abusive or dissatisfied individuals is possible.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Board Approved:	10/2008
Revision:	5/22/2014
Department:	Administration
Unit:	Unrepresented Management
Grade:	Management Broadband
FLSA Status:	Exempt

**Job Description****COMMUNITY SERVICES MANAGER**

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**BASIC FUNCTION**

Plan, direct and review activities and operations of the Sacramento Public Library's partnerships, outreach and volunteer services; coordinate outreach activities with other library services, outside agencies and organizations; identify grants and other funding opportunities; manage development of proposals and oversee projects; coordinate the development of system-wide programs and partnerships; provide leadership in development of system-wide plans, policies and procedures.

**MAJOR DUTIES AND RESPONSIBILITIES**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

1. Plan, manage, organize and assess activities of Community Services partnerships, library outreach and system-wide programming.
2. Identify grants and funding opportunities, develop proposals, coordinate with staff for effective oversight.
3. Assess long-term library service needs of communities and target populations served; research, develop and recommend strategies and programs to meet needs; direct and oversee implementation and evaluation of services and programs.
4. Lead and participate in system-wide committees, task forces and staff training.
5. Cultivate creative and innovative approaches to service and program delivery and problem resolution; initiate and participate in problem identification and problem solving across the library system.
6. Assign and prioritize work and projects of staff; monitor work flow; implement and administer policies and procedures; review and evaluate work.
7. Assist in recruitment and hiring; train and evaluate staff.
8. Supervise development and administration of budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
9. Ensure that library customer service needs are met through analysis, community studies, customer requests and feedback.
10. Promote the library within service area; represent the library to other agencies and organizations; make formal and informal presentations; work with the Library Foundation and Friends of the Library.
11. Prepare, maintain and provide statistics and reports based on a variety of files, lists, and databases; write letters, memos, reports and summaries.
12. Promote the library within the Sacramento community; represent the library to other agencies and organizations; work with public and private agencies to bring cultural and community programs to the library and library programs to cultural and community groups.
13. Travel throughout the library service area.
14. Perform other related duties as assigned.

**QUALIFICATIONS:**

Knowledge of:

- Sacramento community organizations, agencies and leaders.
- Principles and practices of public outreach activities, strategies regarding community involvement and volunteer services.
- Correct English usage, punctuation, spelling and grammar.

## *JOB DESCRIPTION – COMMUNITY SERVICES MANAGER*

- Principles and practices of budget preparation and administration.
- Current and emerging trends and innovations in library services.
- Principles and practices of intellectual freedom and the Library Bill of Rights.

### **Ability to:**

- Identify grants and public funding opportunities.
- Manage and develop proposals and oversee projects.
- Communicate utilizing excellent interpersonal, oral and written communication skills.
- Act as an effective and articulate representative of Sacramento Public Library to the public, partner agencies and local officials.
- Establish and maintain effective working relationships with a broad spectrum of organizations.
- Exercise sound judgment and make independent decisions.
- Learn, interpret, explain and apply Sacramento Public Library's policies and procedures.
- Prepare accurate and reliable documents and reports containing findings, conclusions and recommendations.
- Model and provide excellent customer service.
- Establish priorities, organize work; meet schedules and timelines.
- Effectively supervise and manage personnel.
- Operate personal computer and software programs.

### **EXPERIENCE**

Five (5) years' experience as a Librarian with two (2) years in a supervisory capacity is required. Experience identifying, writing and managing grants is highly preferred.

### **EDUCATION**

Master's degree in Library Science from an American Library Association (ALA) accredited university.

### **LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED**

Possession of a valid Class C California Driver License and proof of insurance is required.

### **OTHER REQUIRMENTS**

Personal transportation for job-related travel.

### **WORKING CONDITIONS**

#### ***Environment:***

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will primarily be an indoor office environment.

#### ***Physical Abilities:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items with a strength factor of light work.
- Hear and speak to exchange information in person and on the telephone.
- See to read a variety of materials.
- Possess dexterity of hands and fingers to operate equipment.
- Stand and walk.
- Bend at the waist, kneel or crouch.

*JOB DESCRIPTION – COMMUNITY SERVICES MANAGER*

- Sit or stand for extended periods of time.
- Climb a step stool/ladder and reach above shoulders.

**Hazards:**

Sitting and viewing a computer monitor for extended periods of time.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Board Approved:	10/2008
Revision:	<u>5/22/2014</u>
Department:	Administration
Unit:	Unrepresented Management
Grade:	Management Broadband
FLSA Status:	Exempt

## Job Description **COMMUNITY SERVICES MANAGER**

~~Service Philosophy: Customers are the library's first priority. Staff: understand service through the lens of the customer; deliver service with respect; make decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction — staff assisted, self-directed or virtual.~~

### **BASIC FUNCTION**

~~Plans, directs, and reviews activities and operations of the Communities Services Department; Sacramento Public Library's partnerships, outreach and volunteer services; coordinates outreach activities with other library services, outside agencies and organizations; participates in development of system-wide programs, programming, plans, policies and procedures provides supervision and leadership to staff, models expected behavior; and preforms other duties as assigned. identify grants and other funding opportunities; and manage development of proposals and oversee projects; coordinates the development of system-wide programs and partnerships; , including plans, policies and procedures; provide leadership in the development of system-wide plans, policies and procedures. Manages Homework Centers and the Library's Outreach and Volunteer Services initiatives.~~

### **MAJOR DUTIES AND RESPONSIBILITIES**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Plans, directs manage, organizes, and reviews assess activities of Community Services through the branches and library outreach programs.;
- Assess long term library service needs of communities and target populations served; researchs develops and recommend strategies and programs to meet ~~those~~ needs; directs and oversees implementation and evaluation of services and programs.
- Leads and participates in system-wide committees, task forces, and staff training ~~for staff at all levels and classifications~~;
- Cultivate creative and innovative approaches to service and program delivery and problem resolution; initiate and participate in problem identification and problem solving across library system.
- Coordinates and participates in the development of work plans, programs and programming, goals and objectives. ~~recommends and administers policies and procedures~~;
- Assigns work activities, projects and programs to staff; monitors work flow; implements and administers policies and procedures; reviews and evaluates work product, ~~s, methods, and procedures~~;
- ~~Selects, trains, motivates, and evaluates personnel; provides or coordinates provision of staff training; works with employees to correct deficiencies; implements discipline and termination procedures;~~
- Train and evaluate personnel, resolve personnel issues.
- ~~Directly and indirectly supervises staff;~~
- Supervises ~~the~~ development and administration of budget; ~~for assigned work area~~; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements midyear adjustments. ~~administers approved budget~~;
- ~~Initiates and participates in problem identification and problem solving across the library system; seeks out creative and innovative approaches to service and program delivery and problem resolution;~~
- ~~Responds to and resolves library customer issues, concerns, and complaints;~~
- Ensures ~~that~~ library customer service needs are met through analysis, community studies, interaction with community organizations and individuals; address; customer requests and feedback; interaction with community orgainzations and individuals, respond to and resolve customer issues, concerns and complaints.

## JOB DESCRIPTION – COMMUNITY SERVICES MANAGER

- Promotes the library within the Sacramento community; represents the library to other agencies and organizations; works with public and private agencies to bring cultural and community programs to the library and library programs to cultural and community groups.
- Makes formal and informal presentations.
- Prepares, maintains, and provides statistics and reports; ~~based on a variety of files, lists, and databases; develop communications (e.g. writes letters, memos, etc.), reports, grants, RFPs request for bids (RFPs) and summaries.~~
- ~~Participates in management team, recommending policy and long-range planning, budget recommendations and adjustments;~~
- ~~Conducts periodic performance evaluations, according to established guidelines and procedures;~~
- ~~Maintains positive relationships with other staff and members of the public; handles confidential or sensitive information with discretion; and~~
- Travel throughout the library service area.
- Perform other related duties as assigned.

### PRINCIPAL ACCOUNTABILITIES

#### LEADERSHIP

- ~~1. Models behaviors that engender trust, loyalty and ensure the organization's continued vitality;~~
- ~~2. Articulates a strong vision of the future and the ability to obtain it;~~
- ~~3. Inspires others to reach for new heights;~~
- ~~4. Sets the tone and direction for the organization;~~
- ~~5. Establishes, articulates and models the values of the organization;~~
- ~~6. Establishes clear expectations and direction for employees to meet departmental and organizational goals; motivates and engages employees through effective communication;~~
- ~~7. Acts with integrity, honesty and professionalism in all interactions;~~
- ~~8. Leads through collaboration, team building, and consultation, mentoring and coaching and models this leadership style for others;~~
9. Models the enthusiasm, hard-working attitude, competence and commitment to quality and growth expected from others.

#### MANAGERIAL

- ~~1. Develops and implements goals, objectives, policies and procedures for the effective operation of the department;~~
- ~~2. Measures and evaluates work processes, services and products to achieve goals;~~
- ~~3. Sets, communicates and achieves a standard of excellence for department;~~
- ~~4. Works effectively with others within the department and across organizational boundaries;~~
- ~~5. Displays consistency in dealings with employees;~~
- ~~6. Allocates decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individual's effectiveness;~~
- ~~7. Sets clear performance expectations for staff, reviews progress, provides feedback and guidance; acknowledges and develops talent; holds others accountable;~~
- ~~8. Builds strong working relationships and a positive work environment;~~
- ~~9. Is receptive to feedback, willing to learn, and embraces continuous improvement.~~

#### QUALIFICATIONS:

Knowledge of:

## JOB DESCRIPTION – COMMUNITY SERVICES MANAGER

1. ~~Pertinent~~ Federal, State and local laws, regulations and ordinances
2. ~~Principles and practices of long-term and strategic planning;~~
3. ~~Effective approaches for choosing a course of action or developing appropriate solutions and/or reaching conclusions;~~
4. ~~3.~~ Sacramento community organizations and agencies.;
5. ~~4.~~ ~~The~~ principles and practices of budget preparation and administration.;
6. ~~The principles, practices, and procedures of assigned area of specialty and responsibility;~~
8. ~~Comprehensive knowledge of m~~Modern public library operations, services, and activities.;
3. ~~knowledge of c~~Current trends and innovations in public librarianship and information delivery, including emergent technologies.;
9. ~~The p~~Principles and practices of intellectual freedom and the Library Bill of Rights.

### Ability to:

1. Act as a representative of Sacramento Public Library to the public;
  2. ~~Utilize appropriate interpersonal styles and methods of communication to gain acceptance, cooperation or agreement of a plan, activity, and/or program;~~
  2. Establish and maintain effective working relationships.
  3. ~~Convey information clearly and concisely to groups or individuals either verbally or in writing~~
  4. Communicate both orally and in writing in a clear and concise manner.
  3. ~~5.~~ Understand and carry out oral and written direction.
  4. ~~4.~~ Exercise sound judgment and make independent decisions.;
  4. Learn, interpret, explain and apply Sacramento Public Library's policies and procedures.;
  5. ~~Be proactive and take prompt action to accomplish objectives;~~
  5. Work independently with little direction.
  1. ~~Initiate, facilitate, plan or implement change initiatives; support innovation and creativity; assist employees to accept and resolve challenges resulting from a dynamic environment;~~
  2. ~~Build personal accountability; take ownership for solving problems;~~
  3. ~~Develop, analyze, prepare, monitor and control large and complex budgets;~~
  4. ~~1.~~ Prepare accurate and reliable reports containing findings, conclusions and recommendations.;
  5. ~~Anticipate customers' needs and deliver services by focusing on the customer;~~
  6. ~~Respond to customers in a timely, accurate, courteous, respectful and friendly manner;~~
  2. Provide excellent customer service.
  3. Establish priorities, organize work; meet schedules and timelines.
  4. Supervise and manage personnel.
  5. Operate personal computer and software programs.
  6. Work with information in confidence and with discretion.
  7. Choose an effective course of action and develop appropriate solutions.
  7. ~~Maintain a calm atmosphere and effectively handle crisis situations which may occur.~~
  8. Keep current by ~~R~~readings professional publications, newsletters, trade journals, newspapers and magazines. and electronic lists to keep knowledge, skills, and abilities current; attends and presents at meetings, workshops, and conferences; participates in library activities on a state, regional, and/or national basis;
1. ~~Skill in:~~
2. ~~—~~
  3. ~~1. Coordinating, facilitating and participating in a collaborative approach to the completion of tasks or assignments or to meet defined goals;~~
  4. ~~2. Analyzing complex problems or issues, evaluating alternatives and implementing changes;~~
  5. ~~3. Possessing attention to detail and follow through on tasks effectively and efficiently;~~
  6. ~~4. Setting and meeting goals and objectives, in short, medium and long terms;~~

## *JOB DESCRIPTION – COMMUNITY SERVICES MANAGER*

- ~~7. 5. Prioritizing and multitasking;~~
- ~~8. 6. Developing and maintaining strong relationships with customers (internal and external);~~
- ~~7. Working independently and as part of a team.~~

### **EXPERIENCE**

~~2. Five (5) years' experience in specialty area in specialty area, including with two (2) years in a supervisory capacity is required. ;Experience identifying, writing and managing grants is highly preferred.~~

### **EDUCATION**

~~4. Master's degree in Library Science from an American Library Association (ALA) accredited university; or Reading and Literacy, Social and Community Services, Public Relations or equivalent is required.; AND~~

### **LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED**

~~Possession of a valid Class C California Driver License and proof of insurance is required.~~

### **OTHER REQUIRMENTS**

~~Personal transportation for job related travel.~~

### **Physical and Environmental Conditions:**

~~Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally seated, standing or walking at will. Requires repetitive motion in the operation of a computer. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.~~

~~Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position requires travel throughout the library service area as well as nationally. May require working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, or resolve situations or problems. There may be some exposure to angry or hostile individuals.~~

~~A valid Class C California Drivers License may be required for some positions at the time of appointment.~~

~~The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.~~

~~Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.~~

### **WORKING CONDITIONS**

#### **Environment:**

~~The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will primarily be an indoor office environment.~~

#### **Physical Abilities:**

~~The physical demands described here are representative of those that must be met by an employee to~~

*JOB DESCRIPTION – COMMUNITY SERVICES MANAGER*

successfully perform the essential functions of this job. The employee must be able to:

- Lift, carry, push and/or pull items up a strength factor of light work.
- Hear and speak to exchange information in person and on the telephone.
- Use close vision, color vision, and adjust focus visually.
- Possess dexterity of hands and fingers to operate equipment.
- Stand and walk.
- Bend at the waist, kneel, or crouch.
- Sit or stand for extended periods of time.
- Climb a step stool or ladder and reach above shoulders.

Hazards:

Sitting and vieweing a cpmputer monitor for extended periods of time.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date