



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Regional Director	Position Code.:	1086-124
Reports To:	Chief Guest Officer	Classification:	Exempt
Division:	Guest Services	Date:	04/2024

JOB SUMMARY:

Plans, coordinates, and directs the general operations of assigned libraries and departments within Guest Services; supervises, coaches, and mentors managers; coordinates with the Chief Guest Officer to evaluate guest services, staffing, and policies and procedures.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent service to internal and external guests.
- Plans and directs the general operations of a region of libraries to ensure efficient and effective guest service; plans; interprets policies and procedures; ensures resolution of daily operational problems.
- Plans, coordinates, and directs the general operations of one or more guest services departments and ensures resolution of daily operational problems, as assigned.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Carries out supervisory responsibility in accordance with policies, procedures, and applicable laws, including interviewing, hiring and training, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems.
- Responds to and resolves problems including obtaining specific details from appropriate parties, gathering comprehensive information, developing a plan of action, seeking input from other management, and ensuring appropriate solutions.
- Uses effective techniques, good judgment, and established organizational values, policies, and procedures to resolve guest issues.
- Advises and instructs managers in personnel problem areas; makes recommendations for resolution of personnel problems; makes recommendations for promotions, demotions, transfers, and terminations in consultation with the Human Resources Department.
- Participates in developing and recommending policies and procedures for the efficient operation of assigned departments and libraries.
- Serves as a resource to the libraries and departments within Guest Services to resolve issues related to policies and procedures.
- Serves on and actively participates on the Advisory Council, Guest Services Leadership Team, and other committees as needed and relays information to staff.
- Plans and conducts meetings including regional, departmental, guest services managers, and committees.
- Participates in succession planning, recruiting, interviewing, and selecting personnel in collaboration with the Human Resources Department.
- Participates in preparing annual budgets for libraries and guest services departments; reviews and makes recommendations for budget requests; monitors adherence to budget.
- Responds to guest complaints; troubleshoots and resolves problems for and between other libraries and departments.
- Performs the duties of library manager at locations within assigned region when a library is without a manager in place for an extended period, as needed.
- Promotes libraries within assigned region by continuing communications with community agencies, clubs, organizations, and groups; speaks to such groups about Library programs and activities.
- Serve as the system's representative to community coalition groups, civic organizations, community library advisory boards, and library associations, as directed.
- Consults and advises on library moves, expansion and remodel projects including guiding the drawing of floor plans, coordinating temporary closing of libraries, automation, and maintenance transitions.
- Oversees testing of new procedures or equipment to determine effectiveness and provides feedback and recommendations before system-wide implementation.
- Assists in writing and reviewing grant proposals, as directed, and may administer or supervise the administration of grants.
- Completes all required and assigned training on time.
- Maintains professional awareness of current events, related developments, and trends through reading professional literature and participating in professional associations and continuing education.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.

- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records, and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of staff, Commission members, partners, vendors, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Master's degree in library studies/information science from an ALA-accredited college or university; and
- Five years of professional library experience, at least two years of which shall have been working as a professional librarian, and at least three years of which shall have been supervising library staff.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Public library management experience

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Administrative principles and practices, including goal setting and program budget development and implementation.
- Administration of staff and activities, either directly or through subordinate supervision.
- Principles and practices of library science, technology, and management.
- Applicable state, federal, and local laws, rules, and regulations.
- Methods and techniques of research, statistical analysis, and report presentation.
- Basic budgetary principles and practices.
- Outcome-based planning and evaluation
- All computer applications and hardware related to the performance of the essential functions of the job.

Skill in:

- Selecting, motivating, and developing staff in a collaborative team environment.
- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Preparing clear and concise reports, correspondence, and other written materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to a diverse staff in different formats
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Utilizing effective and creative problem-solving skills
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external guests.
- Demonstrating a flexible and collaborative work style

Mental and Physical Abilities:

- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to effectively listen to employees as part of understanding their needs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises multiple library managers, department managers, and/or staff.

WORK ENVIRONMENT:

- Work is generally conducted in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work may be required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as the accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.