



## METROPOLITAN LIBRARY SYSTEM

### Job Description

<b>Job Title:</b>	<b>Collection Processing Manager</b>	<b>Position Code.:</b>	<b>1137-21E</b>
<b>Reports To:</b>	<b>Director of Collection Services and Development</b>	<b>Classification:</b>	<b>Exempt</b>
<b>Division:</b>	<b>Public Services</b>	<b>Date:</b>	<b>11/2019</b>

#### **JOB SUMMARY:**

Under administrative direction, provides leadership and direction for staff in collection processing; plans, organizes and directs all collection processing operations, including supervising staff; assists in the development of policy recommendations; oversees the processing and distribution of library materials acquired for the library system's collections; communicates with vendors and other offices regarding orders to resolve problems and ensure accurate payments and credits to library's accounts.

#### **ESSENTIAL JOB FUNCTIONS:**

- Plans, organizes and directs the general operation of collection processing; interprets policy and procedures; schedules and conducts staff meetings; resolves daily operational issues.
- Organizes the flow of library materials through collection processing to maximize speed, accuracy, and efficiency in making materials available to library customers.
- Oversees and ensures the timely processing and distribution of library materials.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary.
- Assumes responsibility for automated materials sorting equipment; ensures routine maintenance is performed; maintains technical knowledge necessary to troubleshoot problems and make service calls for repairs as appropriate.
- Participates in hiring staff, in conjunction with the Director of Collection Services and Development and the Human Resources Department.
- Provides excellent customer service.
- Communicates effectively with staff at all levels, including staff in other departments and libraries.
- Organizes and oversees the distribution of U.S. mail and interagency mail to and from all departments at the assigned location.
- Prepares the annual budget for collection processing, including personnel, services, equipment, and material needs; coordinates and monitors expenditures.
- Prepares specifications and selects processing supplies; orders and maintains inventory of processing supplies for the library system; coordinates the distribution of supplies to system libraries and departments; prepares supplies budget and monitors expenditures.
- Monitors and communicates policies, procedures, and standards for the department to identify and correct deficiencies or problems.
- Confers with and makes recommendations to the Director of Collection Services and Development on major operational problems and/or changes, long-range planning and personnel as needed.
- Assists the Director of Collection Services and Development in preparing specifications for primary vendor, including evaluating vendor performance, reviewing vendor bids and preparing recommendations on vendor selection.
- Works cooperatively with the Director of Collection Services and Development, Collection Services Manager and Collection Development Manager to improve the overall materials services operations and to provide quality service to customers.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with customers.
- Champions the Library's strategic goals and initiative with the system's mission, vision and core values in mind and executes short and long-term objectives.
- 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 the Citizen's Bill of Library Rights, Freedom to Read Statement, privacy of library user' records and code of professional ethics.
- Performs other related duties as assigned.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Occasional travel within the state or nationally for appropriate professional development and networking.

**INTERACTION:**

- Interaction with all levels of staff, Library Commission members, and the general public.

**MATERIAL AND EQUIPMENT USED:**

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

**MINIMUM QUALIFICATIONS REQUIRED:****Education and Experience:**

- Bachelor's degree from an accredited college or university; and
- Two or more years of personnel management experience; and
- Two or more years of experience receiving and processing materials for distribution.

**Licenses and Certifications:**

- None

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- One or more years of library 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 production management.
- Record keeping, report preparation, filing methods, and records management techniques.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.
- Using tact, discretion, initiative and independent judgment.
- Analyzing and resolving office administrative situations.
- Operating and maintaining required equipment.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking-logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Communicating ideas and thoughts clearly and effectively to ensure understanding.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Hiring, motivating, developing and directing staff in a collaborative team environment.
- Preparing clear and concise reports, correspondence, and other written materials.

**Mental and Physical Abilities:**

- Ability to integrate and interpret data from various sources, and to plan, develop, and implement responsible strategies.
- Ability to analyze complex technical, scientific and/or administrative issues, evaluate alternative solutions and adopt effective courses of actions.
- Ability to concentrate in spite of frequent interruptions.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear, and lift and/or move up to 10 pounds.
- While performing the essential functions of this job the employee is occasionally required lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position supervises multiple collection services staff.

**WORK ENVIRONMENT:**

- Works 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 required.

**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 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.