



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Engagement Manager  
**Reports To:** Library Manager  
**Division:** Public Services

**Position Code.:** 1050-20  
**Classification:** Exempt  
**Date:** 04/2018

#### **JOB SUMMARY:**

Under the direction of the Library Manager, the Engagement Manager provides leadership and direction for full-time and part-time Engagement staff. Assumes overall responsibility for supporting the library's strategic goals and initiatives by working with Education and Program Services staff and Engagement colleagues to provide relevant and timely programs and services inside and outside the library.

#### **ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment, and established organizational values, policies, and procedures to resolve difficult situations with members.
- 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, vision, and core values in mind.
- 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 on basic job functions.
- Works collaboratively with the Education and Program Services department and Engagement staff to offer local programs and services to all target audiences.
- Responsible for the overall planning, implementation, delivery, and evaluation of all programs and services in location.
- Develops and manages community relationships; supports and participates in civic engagement.
- Engages with the community and target audience by planning, implementing, and evaluating outreach; including processing new library accounts and replacing library cards at Engagement events.
- Responds to member complaints; trouble-shoots and resolves problems; answers the more difficult reference questions; performs readers' advisory to assist members in the selection of books and other materials.
- Provides technology assistance to members; assists members with self-service equipment and technology.
- Utilizes outcome-based planning and evaluation for program planning.
- Provides oversight for local volunteer experience.
- Measures the effectiveness of library programs and services for target audiences.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Assists the Library Manager with the annual budget; monitors adherence to programming budget.
- In collaboration with the Library Manager, participates in strategic planning for the location's programs, services and events.
- Identifies needs, services, demographic, and technology trends impacting local target audiences.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- May assist in creating/editing/curating content for the web in the form of blog posts, bibliographies, etc.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- 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 members' records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

**Supervisory Responsibility:**

- Manages Engagement staff at the location.

**Interaction:**

- Interaction with all levels of staff and the general public.

**MATERIAL AND EQUIPMENT USED:**

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

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

- Master's degree from an ALA-accredited college or university in Library and Information Science;
- One or more years of personnel management experience with evidence of progressive responsibility and interdisciplinary approaches to problem-solving and decision-making; and
- Two or more years of customer service experience working in a public library setting.

**Licenses and Certifications:**

- None

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Enthusiasm for public service and the ability to work well with a diverse patronage.
- High level of comfort with program planning, implementation, and evaluation.
- Experience building sustainable community relationships.

**KNOWLEDGE, SKILLS, AND ABILITIES:****Knowledge of:**

- Management principles and practices, including goal setting, budget development/implementation, and staff development and motivation.
- Current trends and best practices in library services.
- Computer services, including online searching, social media, reference resources, and databases.
- All computer applications and hardware related to performance of the essential functions of the job.
- Methods and techniques of research, data collection and evaluation, statistical analysis, and report presentation.
- Outcome-based planning and evaluation.
- Applicable state, federal and local laws, rules, and regulations.

**Skill in:**

- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative, and independent judgment.
- Planning, organizing, assigning, directing, reviewing, and evaluating staff work.
- 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.
- Utilizing effective and creative problem solving skills.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.

**Mental and Physical Abilities:**

- Ability to effectively listen and problem solve.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.

- Ability to analyze, interpret, and integrate data from various sources and to plan, develop, and implement strategies
- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- While performing the essential functions of this job the employee is frequently required to stand, use hands to finger, reach with hands and arms, handle or feel, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to sit, walk, stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

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

**WORK ENVIRONMENT:**

- Works indoors in a library setting with little physical discomforts associated with changes in weather. The noise level in the work environment is quiet to moderate. Requires face to face interaction with other staff and the public daily
- Schedule will include occasional evenings and weekends.
- This position is eligible for 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 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.