



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Director of Strategy
Reports To: Chief Operations Officer
Division: Operations

Position Code: 1205/124E
Classification: Exempt
Safety Sensitive: No
Date: 04/2025

JOB SUMMARY:

Leads system-wide and cross-departmental teams and projects to facilitate the implementation of strategic goals and enhance and improve guest and staff experiences. Provides leadership and direction for the Strategic Planning team in planning, developing, managing, and assessing strategic projects and organizational data collection, analysis, and reporting. Responsible for the management and coordination of the library's long-range plan.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent service to internal and external guests.
- Leads teams in developing long-range strategic and operational plans, objectives, and budgets related to the strategic plan.
- Executes short and long-term objectives within the context of the library's strategic and tactical plans.
- Coordinate with all departments as a strategic advisor to assist with developing departmental strategic plans, implementing them, and evaluating progress and goals.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Facilitates the annual business planning process as part of the library's strategic planning and assessment model, including developing manuals, in-service documents, and other planning materials.
- Contributes to ongoing thought leadership and perspective regarding the latest business, digital/technology, organizational effectiveness, and operational excellence trends and innovations.
- Identifies operational inefficiencies and root causes, identifies solutions, and recommends solutions for improved guest experience and cost reduction within existing service experiences/operations.
- Provides strategic consultation on optimizing resource allocation to support the library's geographic and operational objectives effectively.
- Supports strategic priorities by recommending or directing the creation of reports and studies on various subjects, including organizational effectiveness, library usage data, population statistics, business statements, and environmental impact figures.
- Utilize strategy foresight to maintain forward progress and predictive measures for unforeseen conditions.
- Leads and aids during community meetings to gather community input on new libraries; conducts research and analysis for various planning activities.
- Conducts regular site visits and collaborates with local staff to assess the quality and strategic utility of built learning environments, ensuring alignment with evolving service needs and long-term organizational goals.
- Leverages design to research and prototype new digital, physical, and service experiences across the library.
- Coordinates the work of cross-functional teams to develop and implement strategic and tactical plans; maintains open communication with other teams and planning committees to ensure efficient processes are implemented and to coordinate projects with overlapping responsibilities.
- Partners with the Outreach and Engagement Services Department to assess outcome-based, guest-focused programs; supports system-wide planning and measurement, fosters a learning culture, and helps define clear benchmarks for success.
- Performs research, investigates, and creates planning, design, and assessment solutions to support the strategic plan and annual plans with library staff and various stakeholder groups.
- Partners with library staff to uncover operational needs and objectives, identifying areas where service design can add value to help leaders improve their departments through planning, operations, and analysis.
- Provides support and expertise in developing, implementing, collecting, and evaluating assessment activities throughout the library, including guest-centered outcomes.
- In conjunction with the Chief Executive Officer and Chief Operations Officer, works with the Long-Range Planning Committee of the Metropolitan Library Commission (MLC), city officials, community planners, and architects to develop and maintain the Long-Range Plan and resulting Capital Improvement Program.
- Assists in recruiting, interviewing, and selecting personnel in collaboration with the Human Resources Department.

- 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.
- Makes recommendations for the annual Strategic Planning and Services department budget.
- Completes all required and assigned training on time.
- Maintains and upgrades professional knowledge, skills, and abilities through reading professional literature, participating in professional associations, maintaining applicable certifications, and attending seminars, training programs, and local/national meetings/conferences that address issues related to job duties.
- 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:

- Regular travel within the service area and to library locations.
- Occasional travel within the state and nationally for professional development and networking.

INTERACTION:

Interaction with all levels of staff, MLC members, stakeholders, vendors, and the public.

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:

- Bachelor's degree from an accredited college or university; and
- Five years of professional experience in strategic planning, project management, or business management; and
- Two years of personnel management experience.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Master's degree in library studies/information science from an ALA-accredited college or university.
- Master's degree from an accredited college or university in Public Administration, Business Administration, Project Management, or a related field.
- Experience producing strategic plans.
- Utilization of quantitative data and presentation of data to non-data individuals.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Strategic planning principles and processes, including developing, implementing, and evaluating long-term goals and initiatives that drive the library's mission.
- Administrative principles and practices, including goal setting, program budgeting, and the implementation of strategic initiatives.
- All computer applications and hardware related to the performance of the essential functions of the job.

Skill in:

- Using Microsoft Outlook, Word, Excel, PowerPoint, and Project to manage communication, create documents, analyze data, deliver presentations, and oversee project planning and execution.
- Utilizing strong negotiation skills, assessing situations, identifying key interests, and reaching mutually beneficial agreements while maintaining positive relationships and achieving organizational objectives.
- Using survey software to gather and analyze staff and community input effectively.
- Using data visualization software to analyze and present complex data, enabling informed decision-making and effective delivery of strategic insights to stakeholders.

- Preparing clear and concise reports, correspondence, and other written materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimal direction.
- Managing personnel, ensuring staff development, motivation, and performance align with organizational goals to drive success and achieve strategic objectives.

Mental and Physical Abilities:

- Ability to articulate a future-oriented vision of possibilities and the likelihood of success using broad knowledge and perspective.
- Ability to relate well and build appropriate rapport and relationships with stakeholders.
- Ability to align guest needs with strong program design and implementation, including design thinking, change management, performance measurement, organizational culture, systems theory, and group dynamics.
- Ability to apply strategic planning, program planning, and project management principles, including performing outcome-based planning and evaluation and implementing strategic initiatives to achieve desired performance outcomes.
- Ability to deliver effective presentations in formal settings, manage group dynamics, and communicate complex technical concepts to non-technical audiences orally and in writing.
- 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, and lift and/or move up to 10 pounds.
- While performing the essential functions of this job, the employee is occasionally required to bend, stoop, crouch, crawl, and kneel.

SUPERVISORY RESPONSIBILITY:

- This position supervises department staff.

WORK ENVIRONMENT:

- Works in a typical office environment where there is little or no physical discomfort associated with changes in weather or discomfort associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work is 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.