

CITY OF CHATTANOOGA

Classification Specification Title: Library Operations Manager

Department: Public Library

Pay Grade: GS.13

Supervision Received From: Deputy Executive Director Library **FLSA Status: Exempt**

Supervisory Responsibility For: Head Librarian,

Established: 4/10/14

Librarian 2, Librarian

Revision Dates: 4/2/25;

10/20/23; 1/11/2023

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for directing all activities and operations of the Chattanooga Public Library system. This is accomplished by directing employee functions and tasks; presenting and administering all budget activities, analyzing operations, providing consultation and recommendations to management, elected officials, boards and commissions, establishing and enforcing internal controls and processes, coordination and implementation of user services initiatives and maintaining library collections. Work is performed with general direction.

SERIES LEVEL: The Library Operations Manager is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Delivers consistently excellent customer service while supporting the Library mission to be the community's catalyst for lifelong learning through inspiring communication, integrity, and passion. Internalizes the mission by taking the initiative to self-educate in professional development and skills. Advances the mission using common sense and critical thinking to achieve goals while amplifying team coherence.

Manages all staffing functions by developing and recommending staffing levels; prioritizing and assigning work; monitoring and evaluating performance; coaching and counseling, establishing and reviewing training activities, ensuring staff follow policies and procedures; initiating disciplinary proceedings and maintaining a healthy and safe working environment.

Plans and directs department activities by establishing priorities and programs, analyzing and recommending resource levels, monitoring department operations, and productivity levels.

Delivers library program and/or service changes or enhancements by partnering with national, state and local entities to coordinate and improve customer experience.

Increases utilization of library programs, services, and materials; communicates services and programs of the library which includes but is not limited to providing customer service, needs assessment, meeting quality standards for services and evaluation of customer satisfaction; oversees the library's customer service initiative.

Researches and reviews best practices and strategies for public library systems.

Conducts various departmental meetings such as project meetings and staff meetings.

Represents the library at a variety of internal and/or external meetings, public events, training sessions, serves on committees and/or other related events in order to receive and/or convey information.

Communicates and collaborates with internal departments, external consultants, vendors, external agencies, public officials, the general public and/or other interested parties to coordinate work activities, exchange information and resolve problems.

Directs departmental financial processes by developing and recommending budget and program costs; ensuring compliance with federal, state and local laws.

Uses, carries and answers a cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's degree and six (6) years of applicable experience, including at least three (3) years of library experience, and three (3) years of supervisory experience; or any combination of equivalent experience and education. Public library experience preferred. Advanced degree in Public Administration, Library Administration, Library Science (ALA Accredited), or other related field preferred.

LICENSING AND CERTIFICATIONS: Must possess and maintain a valid driver's license.

SUPPLEMENTAL INFORMATION:

Knowledge of managerial principles and practices; budgeting principles; librarianship principles and current practices; computer software applications; applicable federal, state and local laws,

ordinances, codes, rules, regulations, policies and procedures that affect public library operations; oral and written communication skills; customer services principles.

Skill in managing contracts and projects; providing customer service which includes needs assessment and evaluating customer satisfaction; developing and facilitating training sessions; preparing a variety of reports and business documents.

PHYSICAL DEMANDS: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up-to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.