**JOB TITLE**
Director of Public Service

**DEPARTMENT**
Administration

**REPORTS TO**
Executive Director

### GENERAL JOB DESCRIPTION
Provide supervision, evaluation, and ongoing support to branch staff. Create and market library programming that is balanced, equitable, relevant, and age appropriate for the community needs.

### DUTIES & RESPONSIBILITIES
- Manage and direct branch managers as well as branch staff modeling appropriate behaviors, performance management, and compliance.
- Develop and implement branch staff skill development and growth.
- Develop and implement library programming for a variety of interests and ages.
- Responsible for marketing all areas of library services through creation of articles, displays, flyers, and outreach to the community.
- Create programming and marketing budget and oversees department expenditures.
- Assist Board of Trustees by acting as recording secretary for meetings of the board.
- Demonstrate teamwork through communications, contribution in staff meetings, staff training, and dependability.

### EDUCATION & TRAINING
- Bachelor’s Degree and 1-2 years relevant experience.
- Preferred Master’s Degree in library related study and 1-2 years supervisory experience.
- Equivalent combination of education and experience.

### KNOWLEDGE & EXPERIENCE
- Solid technology knowledge including email; hardware and software; internet; operating systems; and web based platforms.
- Expert interpersonal skills including collaboration, communication, customer service, management, and supervision.
- Solid knowledge of applicable labor laws and personnel management.
- Solid understanding of community needs for programming.

### SKILLS & ABILITIES
- Collaboration-creates effective relationships; teamwork; conflict resolution
- Communication-variety of formats, platforms, and audiences; solid writing and public speaking skills
- Customer service-responds promptly to customer needs and requests; manages difficult situations in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; solicits customer feedback to improve service
- Ethics and values-understands and follows district mission, policy, procedure, and applicable standards; adheres to user privacy and confidentiality; understands and promotes intellectual freedom
- Financial awareness-works within approved budget; develops and implements cost saving measures; conserves organizational resources; understands financial implications of decisions; demonstrates knowledge of local market and competition
- Independence-able to work things out on own; takes responsibility for own time and effectiveness; alert to opportunities to contribute; able to spot and implement opportunities for improving situations.
- Leadership-meets commitments; provide an awareness of customer and community needs and opportunities to build community; accepts responsibility for own actions; attention to detail
- Learning and innovation-remaining current with library resources; adaptable to changing needs; problem solving through innovation and creativity
- Strategic thinking-develops strategies to achieve organizational goals; aligns work with strategic goals; collects, researches, and analyzes data

### WORK ENVIRONMENT
The noise level is usually low to moderate.
- Frequently lift and/or move 25 pounds, occasionally lift and/or move up to 50 pounds.
- Vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- Regularly sit; use of hands to manipulate, handle or feel; and talk or hear.
- Frequently required to walk, occasionally required to stand; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.
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<tr>
<td><strong>HOURS / SHIFTS</strong></td>
<td>38 weekly hours, some evenings and weekends, M-F</td>
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<td><strong>LOCATION</strong></td>
<td>Administration Office</td>
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<td><strong>PAY GRADE</strong></td>
<td>90 Exempt</td>
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<td><strong>BENEFITS</strong></td>
<td>Health, dental, vision, life, LTD, and accident insurances. Retirement, PTO, cell phone and mileage reimbursement, and other voluntary insurance.</td>
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