



## Job Description

**Job Title:** Director of Public Services  
**Job Code:** Grade 90  
**Reports To:** Executive Director  
**FLSA Status:** Exempt  
**Department:** Administration

**Summary:** Manages public service operations, training, and development for the library district.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- **Management**
  - Schedules and facilitates regular meetings with Branch Managers.
  - Manages all aspects of the performance of the Branch Managers.
  - Designs performance plans for individual professional growth. Sets goals and objectives, devises implementation strategies, and monitors progress.
  - Assesses the need for skill development and training for the branch staff and develops training programs. Works in conjunction with the Administration team to create training opportunities.
  - Coordinates branch initiatives to realize efficiencies while encouraging innovation and self-reliance in the branches.
  - Assists in the management of volunteers in all branches.
  - Manages scheduling software of meeting rooms and event calendar.
  - Responsible for implementing the public services portion of the Strategic Plan.
  - Develops and manages the public services budget.
  - Provides standards and demonstrates excellence in customer service to staff and GCLD customers.
  - Functions as a member of the Administration team.
  - Applies GCLD policies and performance standards, Colorado Library Law, and Colorado Public Library Standards.
- **Programming**
  - Anticipates and evaluates the feasibility for new library programs and services by analyzing local and community needs.
  - Creates and implements plans for district wide adult, youth, and children's programming, including program goals, objectives, and timelines.
  - Prepares promotional materials, including press releases, flyers, web content, brochures, and volunteer orientation materials as needed and publicizes programs and events utilizing regular venues: in-branch, [www.gclid.org](http://www.gclid.org), social media, newspapers, Bookletters, and other community resources.
  - Prepares statistics for the closure reports for GCLD and the Colorado State Library.

- Develops and oversees training programs to increase the professional skills of public service staff.
- **Communications**
  - Communicates regularly with the Executive Director on progress and issues.
  - Attends and presents status reports at monthly meetings of Branch Managers, District Board of Trustees, and other meetings as necessary.
  - Increases positive communication with other community organizations through public presentations and by developing opportunities to collaborate on mutually beneficial projects.
  - Travels to all branches to support, train, and monitor.
  - Acts as recording secretary of the Board of Trustees; prepares and posts minutes of official Board meetings.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

- People Management - coaches, evaluates, sets expectations, recognizes achievements, manages conflict, aligns performance goals with GCLD goals, provides feedback, and group leadership; delegates.
- Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Project Management - develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Business Acumen - understands business and implications of decisions demonstrates knowledge of local market and competition; Aligns work with strategic goals.
- Judgment - displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Adaptability - adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Analytical - synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Technical Skills - assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Oral and Written Communication - speaks clearly and persuasively in positive or negative situations; listens and gets clarification; writes clearly and informatively.
- Organizational Support - follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; functions as a member of the library district team.

- Professionalism - approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.
- Cost Consciousness - works within approved budget; develops and implements cost saving measures; conserves organizational resources.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- **Education/Experience:** Bachelor Degree and 1-2 years related experience; or equivalent combination of education, and experience. Demonstrated skills in: organization, communication, planning and programming. Preferred masters of library studies degree along with commensurate experience. The candidate has a personal commitment to continual, lifelong, self-directed learning.
- **Language Abilities:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Math Abilities:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Abilities:** Ability to solve practical problems and deal with multiple variables in situations where only limited standardization exists; Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Computer Skills:** Knowledge of word processing, spreadsheet and database software, Internet software, integrated library system software, vendor applications, and contact management/e-mail systems.
- **Other Skills:** Operation of office equipment including scanning, copying, faxing, and printing and basic understanding of information sources.

**Certificates and Licenses:** No certifications needed

**Equipment:** No equipment needed

**Supervisory Responsibilities:** Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:



- The noise level in the work environment is usually moderate.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate, handle or feel; and talk or hear.
- The employee is frequently required to walk. The employee is occasionally required to stand; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.