CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Head of Operations** **UNION: 231**
SG: 6
DEPARTMENT: **Library** **CS: N**
FLSA: N
EEO4CODE:PR

JOB SUMMARY:

Responsible for oversight of operations functions for all Bellingham Public Library locations.

Performs professional administrative and supervisory work. Manages, plans, organizes, directs, implements, and assesses system-wide operations functions including materials handling and movement between locations, oversight of library vehicles, facilities and equipment, safety, and emergency management planning. Develops policies, procedures, processes, and service standards to guide the work of library staff. Manages Library facilities and capital projects and represents the Library's interests in capital planning. Works collaboratively, and communicates effectively with other City departments, property managers of leased spaces, vendors, consultants, library staff, and contractors. Develops and administers safety and emergency management plans related to public health, natural disasters, and climate.

SUPERVISORY RELATIONSHIPS:

Reports to the Library Director. Serves as a member of the Library senior management team. Work is performed under general guidance and direction and the guidance of City and Library policies and procedures. Directly supervises the Supervisor of Operations and other assigned staff. Indirectly oversees the work of Library Assistants and other staff reporting to subordinate supervisor. Provides direction to library staff and management regarding facilities, safety and emergency management. Works collaboratively with all library staff, our partner library staff, academic partners, city staff, and the community. Requires extensive communication, collaboration, and planning with other members of the library's management team to address the cross-functional nature of library operations, facilities, and safety needs.

ESSENTIAL FUNCTIONS OF THE JOB:

DIRECTS AND MANAGES OPERATIONS, FACILITIES AND SAFETY

1. Oversees the daily activities of library operations including development and implementation of policies and procedures. Works with subordinate supervisor to develop plans and evaluate workload and activities of the workgroup. Develops and makes recommendations to the library director in areas such as resource allocation, budget management and long-range planning.

2. Either directly or through a subordinate supervisor, oversees the work of operations personnel. Sets service standards and projects staffing resources needed to maintain a high level of service. Supervises, develops performance expectations, trains, evaluates and manages performance. Evaluates and makes recommendations on staffing levels, staff development needs, and other personnel matters. Leads in the selection and recommendation for hire of operations staff and assists with other staff appointments as appropriate.

3. Responsible for oversight of materials handling and movement between library locations and partner libraries. Manages operations equipment, including the automated materials handler and library vehicles, to meet business needs.

4. Serves as the Library's representative for City-wide safety and emergency management initiatives; responsible for coordinating the Library's emergency planning and overseeing the Library's response to natural emergencies such as those caused by public health, natural disasters, and climate. Coordinates the response to hazards and building safety issues. Ensures appropriate safety equipment and training is provided to staff. Oversees the Library's safety committee. Ensures safety and emergency plans are consistent with the security and behavioral incident protocols that are under the purview of the Head of Public Services.

5. Serves as the Library's central point of contact for non-capital purchases and contracts. Works with City purchasing staff to prepare goods and services specifications and bid documents for purchases such as equipment, consultants, training, software and other non-capital expenditures.

6. Prepares requests for proposals/qualifications, specifications, and scope of work for assigned library projects; works with purchasing staff to draft contracts; reviews, negotiates and recommends award of contracts and oversees consultant/contractor agreements. Supervises and coordinates the work of contractors and other personnel to assure the efficient and economical use of program funds, personnel, materials, facilities, and time. Prepares budgets, and manages and tracks expenditures to ensure assigned projects are completed within funding and time limits.

7. Acts as the Library's representative for capital projects. Actively participates as a member of capital project teams, providing input and participating in planning and execution of projects. Provides information and assistance as needed and expedites decisions on critical issues. Provides clear and timely communications to library staff and management, Library Board, Public Works, contractors, and vendors. Works with Public Works and library staff to coordinate and mitigate impacts to library operations and workflow during projects.

8. Serves as the Library's primary point of contact for facilities maintenance and safety issues. Works collaboratively with Public Works to ensure that City-owned library facilities meet the needs of library patrons and staff. Monitors facility needs, submits requests for repair or maintenance, tracks issues and ensures resolution. Oversees and monitors leases of library spaces. Works with property managers and provides direction to contractors to resolve occupancy, maintenance, and safety issues in leased spaces.

9. Coordinates with the Head of Digital Services, participates in planning and provides support for technology projects that impact library facilities, furniture, or equipment.

10. Prepares, recommends, and administers, and monitors expenditures for assigned operations budget; including library furniture and equipment purchases, and library-requested grant funding for capital projects.

11. Manages assigned library assets; including disposal of assets following applicable City policies.

<u>PROVIDES ADMINISTRATIVE LEADERSHIP</u>

12. Assists the Director in overall management of the library system as an active and collaborative member of the library management team.

13. Participates in long-range and strategic planning for the library system.

14. Participates in developing the library system budget. Analyzes library needs, resources and projected revenues; reviews and prioritizes budget requests.

15. Articulates, supports, and implements the mission, goals, and policies of the Bellingham Public Library.

16. Promotes library services through active participation, involvement, and leadership in the community and in library committees and projects.

ADDITIONAL WORK PERFORMED:

17. May represent the Library on city, community, or regional committees.

18. May write grant proposals for projects.

19. Participates in related organizations, conferences, and training to enhance skills and remain current in library trends and practices.

20. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Knowledge of and commitment to the library mission, principles, and 'best practices' of contemporary public services.
- Federal and state laws and statutes as applies to libraries and personnel.
- City financial policies and fiscal management systems for contracting and budget.
- City personnel policies, procedures and employee labor contracts.
- Bellingham Public Library operations, procedures and relevant city policies.
- Technology, library automated systems, computer technology and standard office software.

Skills in:
- Written and oral communication for corresponding and speaking, using tact and diplomacy, with the public, employees, contractors and partner organizations.
- Project management
- Effective problem solving.
- Public speaking.
- Short- and long-term planning, organizing, and budgeting.
- Overseeing, training, coaching, mentoring, and evaluating staff.

Ability to:
- Articulate, support, and implement the mission, goals, and policies of the Bellingham Public Library.
- Keep current with new trends, innovations, technologies, and techniques in public library management.
- Apply new knowledge and skills.
- Be accurate, thorough, and timely in the completion of assignments.
- Work effectively with a diverse population and handle different types of situations.
- Train, coach, and mentor others.
- Tolerate considerable ambiguity.
- Formulate, organize, and execute complex plans of work.

- Effectively coordinate, evaluate, and supervise the work and schedules of a large and diverse staff.
- Plan, implement, and evaluate operations within the parameters of budget and staff resources.
- Demonstrate the City's Public Service Competencies of Service Orientation, Results Orientation and, Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Ability to sit or stand for long periods of time;
  - Reach shelves up to six feet high and at floor level
  - Operate a computer and other machinery such as a keyboard, mouse, phone, and fax machine..
  - Transport items weighing up to 25 lbs, often in a confined space
  - Travel between library locations or work sites.

WORKING ENVIRONMENT:

Work is performed primarily indoors in an office setting with extensive periods of time sitting or standing but may also include visits to building sites or construction areas. Works at a computer workstation and with a variety of office equipment. Frequently interacts with the public, contractors, other city departments and staff on the telephone and in person. General work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. May be exposed to project sites that include risks from electrical voltage, extreme temperatures and heights, proximity with power equipment and motorized vehicles, and exposure to noise, vibration and airborne particles. May be required to use personal protective equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor’s degree in business administration or related field; or, Associate’s degree in related field plus two years of related work experience
- Three years project or facilities management experience.
- Two years supervisory experience required.
- Experience managing capital projects preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check and child and adult abuse records check
- Must be willing to work various shifts depending upon the needs of the Library including evenings and weekends and to adapt to schedule changes on short notice.

PREPARED BY: Judd/Delker **REVIEWED BY:** _____
Rebecca Judd, Library Director