

Posting Date: October 1, 2019	Removal date: Until Filled
Location:	HERNANDO, MS
Position:	ASSISTANT DIRECTOR FOR PUBLIC SERVICES
Department:	HEADQUARTERS
Reports to:	MEREDITH WICKHAM
Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt (40 hours per week) Grade 17

The Assistant Director for Public Services assists the Director with the leadership and management of the organization. The person serving in this role, under the supervision of the Director, supports the Library’s mission, goals and strategic plan and assumes responsibility for how the Library is perceived by staff and the public across the service area. The Assistant Director for Public Services serves as a member of the administrative team and provides support, leadership, and management to the Branch Head Librarians and Branch Managers of FRL’s fourteen branches. The Assistant Director for Public Services plans, implements, and supervises public services activities throughout the Region and models high performance standards, empowering library staff to achieve strategic objectives. Additional responsibilities include: serving as acting Director in the absence of the Director; working with the library team to create a plan for service that furthers the mission and vision of the library and actualizes the goals of the Strategic Plan; setting appropriate priorities for branch leadership; monitoring team performance and providing feedback; explaining and upholding library policies and procedures; preparing branch activity reports for the Director and the Board of Trustees. The ideal candidate must demonstrate excellent leadership skills, have knowledge of project management and change management, and serve as a coach and mentor to their direct reports. Must be enthusiastic, innovative, and public service oriented with the ability to effectively use technology.

DUTIES AND RESPONSIBILITIES:

- Works closely with the Director and communicates with clarity about the needs of the 14 branches; assists the Director in making informed, data-driven decisions about public services that make a positive impact in service and performance across the region.
- Represents the library and assumes the roles and responsibilities of the Director in their absence; works collaboratively with the other members of the administrative team; actively and constructively participates in administrative planning activities.
- Assists with the development and implementation of the Strategic Plan, which may include community analysis, asset mapping, developing user surveys, working with focus groups, and the use of other analytic tools.
- Advises, supervises, and evaluates Branch Head Librarians and Branch Managers.
- Manages the Library Assistant substitute pool, including interviewing, hiring, and supervision of this essential component of the library team.
- Participates in the development, evaluation, and enforcement of policies and procedures that ensure the effective and efficient operation of public services in the library.
- Interfaces with the local representatives in the library’s service area to promote and coordinate public service campaigns, speak at budget hearings as requested by the Director, and advocate for support for library service.
- Evaluates, assesses, and reviews public services policies, procedures, and performance at each Branch in order to make recommendations for improvements to the Director; plans and implements changes or updates upon approval, using expertise in change management and/or project management.
- Serves as FRL’s main contact for the Mississippi Library Partnership.
- Prepares monthly reports on all branch activities for the Director and Regional Board of Trustees.
- Coordinates monthly Branch Head meetings and travels to all branch locations regularly to effectively coach, mentor, and manage the leadership team and provide on-site support.
- Stays informed of professional issues, trends, and knowledge, especially in the areas of leadership and management, by reading professional literature and publications, attending library conferences, and taking an active role in professional activities.
- Performs other duties as assigned in order to advance the strategic goals of the library and provide excellent library service to the community.

KNOWLEDGE, SKILLS AND ABILITIES:

- Substantial knowledge of the principles and practices of library science and management, including the provision of library services to all local patron groups and relevant cultural competencies.
- Substantial knowledge of public service management theory and practice, including the preeminence of customer satisfaction, strategic planning using goals and objectives, staff development and supervision methods, team building, conflict resolution and stress management techniques, and the maintenance of strong community relations.
- Excellent organizational, time management, and communication skills (written & verbal); able to work as an empowered 21st Century employee capable of communicating electronically using a variety of devices from any of the 14 library locations as needed.
- Demonstrated ability to learn rapidly and adapt to change with resilience and enthusiasm.

MINIMUM REQUIREMENTS:

- Five (5) years of professional service in a library, supervising others and serving in a management or administrative capacity.
- Two (2) years of front-line public service experience.
- Excellent organizational and communication skills (written & verbal).
- Proficient in MS Office Suite (Word, Excel, and PowerPoint).
- Proficient in Google GSuite (Gmail, Docs, and Sheets).

PREFERRED QUALIFICATIONS:

- Bilingual/Spanish desired

BENEFITS AND SALARY:

Starting salary \$65,000 to \$71,265 dependent upon experience. Benefits include medical, dental, vision & life insurance; participation in PERS of Mississippi Retirement Plan.

EDUCATION:

- Master of Library and Information Science Degree from an ALA-accredited University.

*For more information apply online at firstregional.org
Email online application to mwickham@firstregional.org*

EOE minorities/females/disabled/veteran