

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Program Coordinator - Diversity**

Dept.: **Outreach Services**

Job Code Number: **10250**

Reports to: **Director of Outreach Services**

Grade Number: **20, Represented**

Effective Date: **January 2009**

FLSA Status: **Exempt**

General Position Summary

Perform a variety of administrative and professional work in developing, planning, organizing, managing, coordinating, facilitating, training, and evaluating a variety of diversity related programs and activities. Take action to ensure staff understanding of and compliance with federal, state and local laws and regulations and KCLS diversity initiatives. Carry out assigned program responsibilities independently, applying professional knowledge and experience; advise on practices and programs in the support of diversity in the workplace and throughout system services and programs. Undertake special projects in cooperation with other staff members.

Essential Duties/Major Responsibilities:

1. Develop and recommend programs and services to meet the needs of targeted communities.
2. Serve as an internal resource, expert and advocate for underserved communities. Assist with diversity related system activities, such as chairing the diversity committee and coordinating and tracking committee activities. May assist in collection development to meet the needs of the underserved.
3. Lead and/or assist in the design, implementation and evaluation of new services and programs to achieve program goals, objectives and performance measures consistent with KCLS quality, customer service, and diversity expectations. Coordinate with directors, managers, and other KCLS staff, as needed, to implement projects, services, and programs. Develop and monitor budgets.
4. Develop and work with community contacts to promote library services to underserved communities. Identify key community, business, agency, media, and school contacts. Assist with the development of promotional materials and distribution strategies.
5. Provide direct outreach to the underserved communities in the KCLS service area. Give presentations to groups within the underserved communities regarding library programs, services and employment.
6. Identify and assist in planning diversity events and celebrations.
7. Coordinate work and manage relationships with other KCLS staff, departments and divisions and outside vendors and agencies.
8. Oversee the reporting, recording, and analysis of data to ensure consistency, accuracy, completeness, and relevance to system goals and objectives. Track, analyze, and provide feedback on trends to ensure accurate information and reporting of trends. Prepare a variety of studies, reports and related information for decision-making purposes.

### Secondary Duties:

1. Serve as a member of various committees, as assigned or required.
2. Provide backup to other related positions as needed
3. Prepare rooms for programs.
4. Performs other related duties as assigned.

### Communication:

This position has regular interaction and communication with a broad range of people, both in individual and group meetings. Contacts may be within the library structure, with the general public, with vendors or with other agencies, volunteers, or community and service organizations. Contacts may be either by phone, electronically or face to face. Contacts are frequently made on the incumbent's own initiative, regularly are initiated by a third party and occasionally made at the supervisor's request. Contacts can be both one-on-one situations and group settings. Communication and interpersonal skills are important and require some refinement for the successful completion of job responsibilities. Collaboration and cooperation must be established to accomplish assigned tasks. Adverse consequence to the organization could be significant if interactions are not handled well. Sensitive or confidential information may be discussed. Formal presentations to groups is part of job responsibilities.

### Initiative:

This position functions with some supervision for new or unusual situations or assignments, and only limited supervision for regular work. Work regularly calls for decision-making, problem solving, and/or recommendations within scope of position responsibilities. The position is responsible to make decisions both in a consensus format as well as independently. Major decisions are subject to review by the Director of Outreach Services. This position has responsibility for creation, development, design or problem solving of new programs, methods, systems, procedures or policy issues. The requirement to generate original work is an important aspect of the position.

### Accountability:

The position encounters regular interruptions and some flexibility is required. Refined planning and goal-setting skills are required and the incumbent plans as part of a group activity. Some strategic planning is required at the department level. The position makes decisions that have impact across other work units. An error or delay in the incumbent's work would result in the lack of coordination with staff or supervisors, can cause or delay program completion or can impact system's ability to meet goals, thus impacting customer service. Resources under the incumbent's responsibility include supplies, equipment and materials acquired for special projects.

### Leadership:

While this is not a supervisory position, it functions in a leadership role by clearly demonstrating and acting in accordance with library values and serving as a role model and mentor for others.

The position assists in communicating the vision and goals of the library. This is a professional position that is expected to model the behavior expected of KCLS staff.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is graduation from a four-year college or university with major coursework in a related field; minimum of five years experience in public library service, or program development and implementation, or community outreach and work with underserved communities and community leaders; and classroom and/or on-the-job training in diversity issues or any equivalent combination of education, training and experience that demonstrates the ability to successfully perform the duties of the position. A master's degree in related field such as library science or public administration may offset up to two years of experience.

### Necessary Knowledge, Ability and Skills:

- Considerable knowledge in effective outreach and communications techniques including group facilitation.
- Considerable knowledge of library services and programs, staff, organizations, policies, procedures and systems.
- Considerable knowledge of project management functions and activities.
- Working knowledge of diversity practices and measures.
- Working knowledge of community networking and outreach techniques.
- Working knowledge of and support for the principles of intellectual freedom.

### Ability to:

- Effectively collaborate and work with diverse individuals and groups.
- Establish and maintain effective working relationships and collaborative partnerships with managers and supervisors, employees, representatives of other governmental agencies, contractors, community leaders, diverse populations, and others encountered in the course of work.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing individually and in group presentation to a variety of communities including the underserved communities within the KCLS service area.
- Listen and ascertain needs of customers.
- Manage time to maximize productivity. Work individually in a self-directed manner and as part of a team.
- Speak, read, write and understand the English language. Bilingual language ability, desirable.
- Effectively participate with a team orientation including developing and implementing programs and materials.

- Maintain confidential and sensitive information. Use discretion in relating to other staff, employees, program participants and community leaders.
- Plan, manage, and implement new projects and programs to completion, within budget and deadline; revise and adjust existing projects and programs to meet objectives; multi-task and effectively coordinate a variety of concurrent projects and activities.

Skill in:

- Planning, organizing, and facilitating meetings, including agenda preparation, minutes, and other documentation.
- Effective, clear, and persuasive oral and written communications to individuals and groups. Bilingual communication, desirable.
- Resolving conflicts and gaining cooperation among competing interest groups.
- Relating program needs to specific KCLS strategies and programs.
- Using office computer hardware and software.
- Designing creative solutions to program requirements.
- Evaluating the effectiveness of programs, materials, and staff.

**SPECIAL REQUIREMENTS**

Valid Washington driver's license

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. Extended periods of standing are occasionally required. Extensive travel throughout service area and early AM and evening and weekend meetings, activities and assignments are required.

Advancement Possibilities: (depending on education, experience & training)

Director of Outreach Services

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

King County Library System  
Job Description: Program Coordinator (Diversity)  
January 2009  
Page 5

Approval: \_\_\_\_\_  
HR Director

Draft: 2008-08-18  
Final: 2008-12-30