

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Project Manager**

Dept: **Community Relations and Marketing**

Job Code Number: **20726**

Reports to: **Director of Community Relations
and Marketing**

Grade Number: **19, Non-represented**

Effective Date: **August 2011**

FLSA Status: **Exempt**

General Position Summary:

Develop, plan and coordinate multiple projects and planning processes in collaboration with Community Relations and Public Services. Perform a variety of analytical and technical tasks related to the provision of library services (i.e. Library Service Area Analyses, Community Studies, research projects) and the upkeep and interpretation of Public Service Team (PST) policies, procedures and guidelines. Lead and oversee the work of Community Liaisons, including meetings, communications, and associated issues, projects and planning processes with Friends and Advisory Boards (including Friends Day, Library Advisory Board forums, etc.). Serve as a Public Services liaison for special and ongoing projects as requested and approved.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Develop, manage and facilitate complex projects, services and communications. Identify problems, determine methodology, set project goals and objectives, create and coordinate project communication and develop work plans and budgets within the framework of policies and directives.
2. Coordinate, manage and oversee System-wide research projects as directed (internally and with outside vendors) to ensure accuracy, completeness and relevance to System goals and objectives. Track, analyze and provide feedback on trends.
3. Prepare and communicate a variety of studies, reports and related information for use in strategic decision-making. Prepare and deliver written and graphic materials and presentations. Oversee the recording, analysis and reporting of statistical data to ensure consistency, accuracy, completeness and relevance to System goals and objectives.
4. Regularly participate in Community Relations meetings and strategic planning efforts (and PST as related to projects). As required, participate in PST and Cluster Management meetings.
5. Manage the development, evaluation and/or revision of all Public Services policies, procedures and guidelines. Interpret library policies, procedures and guidelines to the staff and assist in resolving compliance issues.

6. Lead System-wide project committees and coordinate implementation of committee recommendations, new services and initiatives.
7. Lead Community Liaisons, including meetings, communications and annual events and projects (including Friends Day and Library Advisory Board Forums).
8. Collect data to evaluate the effectiveness of existing library operations, programs and other Public Services activities; recommend improvements and modifications. Seek information about trends that impact library programs and processes for application at KCLS.

Secondary Duties:

1. Provide budget development input.
2. Provide vendor and contract management
3. Provide backup to other related positions as needed.
4. Participate in professional associations.
5. Complete assignments from Library Director with system impact.
6. Perform other related duties as assigned.

Communication:

Incumbents have frequent interaction with a broad range of people both in individual or group settings. Contacts may be within the library structure, with the general public, with other county agencies, or consultants, vendors, etc. Contacts are frequently made on either own initiative by phone, electronically, or face to face. Communications regularly contain confidential/ sensitive information necessitating discretion. Formal presentations to community, key stakeholder and internal groups, as well as policy and decision-making bodies are a frequent part of job responsibilities.

Initiative:

Incumbents develop policies, procedures and guidelines in support of KCLS goals and objectives. The position is responsible for activities that involve a high degree of complexity and problem solving across the organization, and as such designs new processes, services or concepts. The position requires the knowledge and ability to interact with multiple KCLS departments, all the community libraries and some community agencies, as well as the ability to implement and facilitate programs, services and other initiatives across the entire library system. Incumbent operates independently with minimal supervision. The nature of the work is variable requiring decisions be made within general organizational policy constraints and guidelines.

Accountability:

A high degree of work flexibility is needed given frequent interruptions and changing priorities. This position is responsible for planning as part of a group, which requires refined planning and goal-setting skills and the production of operational and strategic plans. The position makes decisions that have impact across the system. An error in work may lead to poor planning and decision-making within Public Services, which would result in poor service to the public or decrease in staff morale.

Leadership:

The position is expected to function in a strong leadership role by demonstrating and acting in accordance with library values and serving as a role model for others. As a manager and as a representative of KCLS, this position is responsible for modeling and promoting organizational values within public services and the community.

DESIRED MINIMUM QUALIFICATIONS

Education/Experience:

A typical way to obtain the knowledge skills and abilities outlined below is with a Master's degree in a related field such as Public Administration, Business Administration, Education, Library and Information Science, etc. or any combination of experience and training along with three years experience including some training and/or experience with library service responsibilities or any equivalent combination of education, training and experience that demonstrates the ability to successfully perform the duties of the position.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of the principles of project management functions and activities.
- Considerable knowledge of public library policies, procedures and systems.
- Considerable knowledge of research methods and data analysis techniques.
- Considerable knowledge of statistical concepts and basic mathematics.
- Knowledge and support of the Intellectual Freedom principles.
- Some knowledge of basic principles/practices and purpose of public administration.

Ability to:

- Manage multiple and complex projects.
- Collect, analyze and interpret data and information; draw logical conclusions; evaluate alternatives and make appropriate recommendations.
- Turn data into information and effectively communicate analysis and recommendations to others. Present proposals and recommendations clearly and logically.
- Prepare clear, concise, accurate and persuasive reports, correspondence, analytical studies and other written materials.
- Exercise independent judgment, tact and diplomacy to resolve staff, patron and operational problems within established guidelines.
- Clearly, succinctly, and effectively communicate ideas and thoughts, both verbally and in writing, with a diverse population and staff.
- Establish and maintain positive interpersonal relationships with staff, patrons, and community leaders.
- Adapt to changing needs, recognize and set priorities, plan, coordinate and organize own work in relation to the work of others.
- Exercise initiative and sound judgment in a wide variety of situations.
- Work a varied schedule, which may change periodically, including evening and weekends.

Skill In:

- Leading, participating and engaging in teamwork.
- Analyzing and resolving problems and dealing with unique situations.
- Evaluating the effectiveness of library operations and programs.
- Researching information in a variety of fields.
- Using resources and current library and office technologies relevant to the job duties.
- Using excellent interpersonal skills continuously in a variety of situations and with a diverse patron and staff population.

SPECIAL REQUIREMENTS

Washington State Drivers 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 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is in a normal office environment, and includes frequent work at a PC monitor and extensive close work. Work schedule may change periodically, including evenings and weekends. Extended periods of standing are occasionally required. Extensive travel within service area and evening/early AM meetings and are required. May encounter situations that involve behavioral issues.

Advancement Possibilities:

Open depending on education and experience

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.

Approval: _____
Director of Human Resources

Final: 2007-04-18
Revised: 2011-07-21