

# LIBRARY AND COMMUNITY SERVICES SUPERVISOR

Job classification

April 2021

FLSA: Exempt



<b>Definition</b>
Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff, volunteers and/or contractors performing difficult and complex professional and technical support related to all programs and activities of functional area(s) in Library and Community Services; identifies current and future projects and community needs; provides leadership to initiatives to improve programs and services; manages the effective use of resources to improve organizational productivity and customer service; provides responsible support to the Library and Community Services Director, Assistant Director, and/or Division Manager in areas of expertise; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Library and Community Services Director, Assistant Director, and/or Division Manager. Exercises direct supervision over assigned staff.
<b>Class characteristics</b>
This is the supervisory-level class in the Library and Community Services classification series. Incumbents are responsible for delivering results and achieving performance goals for all elements of their assigned work unit through planning, organizing, supervising, developing, reviewing and evaluating the work of assigned staff. Responsibilities include performing diverse, specialized and complex work involving significant accountability and decision-making. The incumbent organizes and oversees day-to-day activities and operations of assigned work units. This class is distinguished from the Division Manager in that the latter has oversight for all division programs, functions and activities, as well as implementing public policy and serving as an adjutant to the department head and/or Assistant Director; and is distinguished from the Assistant Director in that the latter has oversight for all department programs, functions and activities, as well as implementing and interpreting public policy and serving as deputy to the department head.
<b>Examples of typical job functions</b>
Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none"><li>• Plans, organizes, assigns, supervises and reviews the work of staff and/or volunteers assigned to one or more work units in Library and Community Services, including: library, recreation, child care, older adults, disability and/or social services.</li><li>• Trains staff and volunteers in work procedures; evaluates and holds accountable assigned personnel to meet performance goals; advises and implements succession planning, organizational development and staff development efforts; recommends initial disciplinary action as needed; assists in selection and promotion of personnel.</li><li>• Monitors activities of assigned division; recommends improvements and modifications and prepares various reports on activities, programs and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.</li><li>• Determines and recommends personnel needs for assigned activities and programs; advises the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.</li><li>• Identifies and anticipates changing community needs and develops plans, services and programs to address these changes.</li><li>• Assists with and/or temporarily assumes responsibilities for supervision, coordination and leadership of departmental work teams as needed and assigned.</li><li>• Assesses the condition of facilities and equipment, ensures participant safety, and requests and monitors maintenance work projects as assigned; monitors, controls, and replaces supplies and equipment as necessary.</li><li>• Leads meetings, committees or projects as assigned to enhance services or promote consistent policies and procedures across the department.</li><li>• Supervises and oversees the effectiveness of program operations, activities, facilities and technology maintenance, and special projects as assigned; provides analyses and recommends improvements or modifications as needed and appropriate.</li><li>• Provides administrative support to the department head, assistant director or manager as needed and assigned, such as conducting research, performing special projects, developing reports, compiling statistics and assisting in the administration of contracts and agreements.</li></ul>

- Receives and responds to public inquiries about department services; promotes public awareness of available services; assists the public to gain access to department services; ensures excellent customer service is provided to the public.
- Conducts a variety of organizational studies, analyses, investigations and operational studies; recommends modifications to programs, policies and procedures, as appropriate.
- Evaluates community needs and interests; prepares community surveys; analyzes data and recommends new programs or improvements to meet community needs.
- Develops, maintains and reviews staff, financial, and statistical reports related to department programs including grants, program participation and analysis, expenditures and revenues.
- Coordinates and collaborates with other departments, agencies and organizations in planning and implementation as needed and appropriate.
- Represents the department in various City and community meetings as required.
- Ensures operational compliance with relevant health, safety, and licensing laws and guidelines; maintains and updates all records required by Federal, State and local regulatory agencies.
- If assigned to child care: Develops, implements, and monitors all aspects of the child care program in accordance with State of California child care Licensing Program and other applicable requirements; oversees program operation including curriculum, state child care food program; record keeping on all children in the program; safety and budget expenditures within established guidelines; supervises coordinators, teachers, assistants, aides and volunteers; maintains ongoing, open communication with parents regarding their child's participation and behavior within the program.
- Performs other duties as assigned.

**Qualifications**

Knowledge of

- Principles and practices of public administration including program development and implementation, outcomes-based goal setting, measurable accountability, analysis and evaluation, human resources, public relations and project management.
- Principles and practices of budget development, analysis, administration, procurement and contract administration.
- Principles and practices of effective employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, outcomes-based goal setting, review and evaluation, measurable accountability, disciplinary procedures, professional and career development, and training.
- Principles and practices of program development and administration, including library, recreation, child care, older adults, disability, and/or social services programs; program implementation, review and evaluation; budgeting and procurement.
- Principles and practices of customer service, public relations, community outreach and engagement.
- Modern techniques of researching, evaluating alternatives, making sound recommendations, records retention, and preparing and presenting effective staff reports.
- The organization and operations of the City and of outside agencies as needed to effectively execute assigned responsibilities.
- Applicable Federal, State and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices and methods including current and emerging technology systems relevant to the work assigned.
- English usage, spelling, vocabulary, grammar and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, and educational organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, City staff and external agencies.

Ability to

- Administer complex, technical and professional programs in an independent and cooperative manner, including library, recreation, child care, older adults, disability, and/or social services programs.
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of staff, contractors and volunteers in multiple subjects and programs.
- Recommend and implement departmental and program goals, objectives, practices, policies, procedures and work standards.
- Research, analyze, evaluate and develop improvements in operations, procedures, policies or methods.
- Conduct complex research projects, evaluate alternatives, make sound recommendations as needed and assigned; analyze, interpret, summarize, and present administrative and technical information and data in an effective and professional manner.

- Prepare clear, concise, professional reports, correspondence, policies, procedures and other written materials.
- Interpret, apply, explain and ensure compliance with applicable Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret and effectively and accurately communicate policies and procedures as needed and appropriate.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical deadlines.
- Plan and implement projects, services, and programs as needed and assigned to meet changing community needs and ensure that limited resources are used efficiently and effectively.
- Prepare and monitor program budgets.
- Participate in negotiation and administration of contracts as assigned.
- Communicate effectively, professionally and appropriately.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

**Education and experience**

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Library

- Equivalent to graduation from an accredited college or university with major coursework in library and information science, education, public administration or a related field.
- Four (4) years of increasingly responsible library administration or program experience, two (2) of which should be in a supervisory capacity.

Recreation

- Equivalent to graduation from an accredited four-year college or university with major coursework in kinesiology, recreation administration, physical education, public administration or related field.
- Four (4) years of increasingly responsible recreation administration or program experience, two (2) of which should be in a supervisory capacity.

Child care

- Equivalent to graduation from an accredited four-year college or university with major coursework in early childhood education, education, public administration or related field.
- Four (4) years of increasingly responsible child care administration or program experience, two (2) of which should be in a supervisory capacity.
- May be required to acquire and maintain a Child Development Site Supervisor Permit or higher issued by the California Commission on Teaching Credentialing.

Older adults, disability and social services

- Equivalent to graduation from an accredited four-year college or university with major coursework in adult/human development, social work, public administration or related field.
- Four (4) years of applicable and increasingly responsible administration or program experience, two (2) of which should be in a supervisory capacity.

**Licenses and certifications**

- Possession of a valid California driver's license and a satisfactory driving record. Depending on assignment, may be required to acquire a Class B California Operator's License.
- Depending on assigned area, may be required to possess such certifications as are necessary to functional program requirements such as appropriate child care certification, first aid, water safety, etc.

Child care

- Child Development Permits from the State Commission on Teacher Credentialing (CTC) shall be obtained before any work involving the care and assistance of children in child care and development programs. Appropriate supervision pursuant to CTC regulations shall be provided.

**Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Program assignments may be inside or outside, and may require extended walking, or standing to observe program

activities. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Program activities may require sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties; the need to lift, carry and push tools, equipment and supplies weighing on average 25 pounds, and on a more infrequent basis 75 pounds is also required, in all cases with the use of proper equipment.

**Environmental elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances though frequent exposure to germs and illness. Employees assigned to outdoor activities work in all weather conditions, including exposure to inclement weather conditions and fluctuating temperatures; positions assigned to aquatic programs may be exposed to pool chemicals and related fumes; positions assigned to child care may be exposed to bodily fluids and excretions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.