
COMPREHENSIVE PROGRAMS SUPERVISOR

Departmental Team: Strategic Services - Programs & Outreach

Reports to: Library Director

Supervises: Youth, Teen, Adult, Tech Literacy, and Immigrant Services Librarians

FLSA Status: Exempt

Hours of Work: Full time / 40 hours a week

Summary Description

The Comprehensive Programs Supervisor supervises the team that develops, delivers and evaluates programs and outreach services that fulfill community priorities identified in the library's strategic service plan.

The Comprehensive Programs Supervisor is an integral member of the administrative team to develop policies and services, resolve problems, and conduct strategic planning related to achieving program and outreach goals. Chairs programming/marketing committee; works closely with Communications Specialist to effectively promote all library program efforts. Collaborates with community partners.

Essential Functions

- **30%** - Develops and implements **short-and-long-range plans** that support the Library's Comprehensive Strategic Service objectives.
 - Proactively assesses program services on a continuing schedule; creates and uses reports to build services in response to community needs and interests; evaluates processes and procedures using statistical measures.
 - Ensures current library policies are followed and makes suggestions for changes to established policies and procedures.
- **30%** - Hires, supervises, coaches and monitors the **development of team staff**; provides ongoing feedback and prepares annual performance appraisals as scheduled.
 - Participates in the development and implementation of team goals, objectives, and priorities with direct planning responsibilities for programs and functional areas assigned.
 - Establishes effective workgroups and uses project management best practices to accomplish projects, initiatives, and strategies. Models expected behaviors. Evaluates training needs and provides appropriate learning opportunities.
- **20%** - **Supervises daily operations** by communicating information to staff, organizing resources and making decisions in order to ensure the proper functioning of the team.
- **10%** - Oversees **annual budget** for library programming and team operations; monitors expenditures and creates forecasts for future budget recommendations; maintains fiscal accounting records.
- **5%** - Develops monthly and annual program and outreach **services data reports** that include inputs, outputs and outcomes, using advanced metrics and methodologies.
- **5%** - Other related duties as assigned.

Other Responsibilities

- Works effectively as part of the library Administrative team, acting as Person In

Charge as needed.

- Follows instructions, responds to management direction. Commits to long hours of work when necessary to reach goals. Completes tasks on time.
- Collaborates with team members in planning, decision-making, facilitating and process improvement and takes responsibility for team activities. Accepts feedback from others. Continually works to improve supervisory skills.
- Work is performed with considerable independent judgment and initiative to meet objectives.
- Demonstrates a professional, positive, cooperative, team-oriented working relationship with co-workers and volunteers.
- Maintains confidentiality in interactions with customers, vendors and staff.
- Regular and predictable attendance in the workplace.
- Stays current on Library policies, processes, procedures and technologies required to perform work duties.
- Attends and participates in staff meetings, professional workshops and conferences.

Requirements

Requires Bachelor's Degree in Business, Public Administration or closely related area. Master's Degree in Library Science (MLS) preferred. Four (4) years professional library work and two (2) years of supervisory level experience in related field. Or, any equivalent combination of education, training and experience that would provide the required knowledge, skills, and abilities.

Qualifications

- Balances team and individual responsibilities, provides coaching and performance feedback, and recognizes accomplishments. Focuses on improving performance of all individuals on the team. Maintains confidentiality.
- Ability to supervise, plan, and coordinate the work of staff in order to accomplish library goals and objectives.
- Ability to encourage a diverse culture and cultivate a collaborative environment; builds high performing team.
- Ability to creatively solve problems, negotiate and handle stressful situations in a positive manner. Ability to multi-task and prioritize.
- A positive attitude, excellent interpersonal skills, and cultural sensitivity working with patrons, coworkers and community.
- Ability to effectively use applications software, including Microsoft Word, Excel, Access, and Google Suite, along with standard office equipment.
- Proven attention to detail and follow-through.
- Excellent planning and evaluation skills using sound judgment and personal initiative.
- Ability to relate to customers of all ages and skill levels, including those without English language proficiency.
- Skill in presenting information to a diverse audience, individually and in groups.
- Fluent written and spoken English; Bilingual in Spanish a plus.
- A great sense of humor.

Working Environment

- Uses workplace technology including email, Internet, databases, social media, and other software.
- Physical requirements: You will stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds, occasionally retrieve items from outdoor material returns in inclement weather, and shovel snow.
- **Schedule varies according to library needs.** Available to work weekend, evening, and daytime hours including some holidays, sometimes on short notice.
- Routinely travels to various locations in the Estes Valley and occasionally out of town.

Please Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice.

The Estes Valley Library is an essential part of the community and an equal opportunity employer.

Name: _____

Date: _____