



Public & Outreach Services Manager

Centerville, Ohio

The Washington-Centerville Public Library, a busy mid-sized suburban library serving a population of approximately 56,000 citizens in the communities of Centerville and Washington Township, is seeking a Public & Outreach Services Manager to help us fulfill our [Mission and Values](#) and demonstrate our [Customer Service Philosophy](#)

Essential Duties & Responsibilities

- Supervise daily operations including oversight and coordination of programs, services and processes within assigned department.
- Coordinate system-wide library services to specific target populations including older adults 55+, homebound and residential home residents, underserved patron groups, and other at-risk populations.
- Seek opportunities to expand Outreach Services.
- Monitor quality of service provided, recommend and implement enhancements as needed.
- Monitor and resolve patron behavior issues.
- Establish and maintain working relationships with community agencies and organizations to collaborate and promote library usage.
- Promote collaborative activities with other departments, and coordinate and participate in system-wide public events and programs.
- Lead or support projects pertaining to changes in library operations, facilities, services or other areas.
- Lead special cross-departmental teams to identify and provide organizational training opportunities.
- Develop, evaluate and maintain library policies, procedures, and guidelines, including overall maintenance of Operations Manual.
- Provide staff oversight, training and development; monitor and evaluate work performance and provide performance feedback as needed within the department.
- Develop content for monthly/annual reports, and statistical reports for presentation to the Board, staff and patrons.
- Perform other responsibilities as apparent or assigned.

Required Skills & Knowledge

- Master's in Library Science from an ALA accredited institution or related Master's degree required or equivalent experience.
- Minimum of five years of progressively responsible experience in a library environment.
- Minimum of five years of management and/or supervisory experience with directly reporting staff.
- Excellent analytical, interpersonal, written and verbal communication skills.
- Demonstrated ability to lead and collaborate with colleagues; working in teams and independently.
- Hands-on style with exceptional follow through and a sense of humor; good motivational skills.
- Relationship management, project management and planning skills, both internally and externally.
- Self-motivated, organized, attentive to detail with excellent time management.
- Proficient in use of Microsoft Office software.
- Knowledge of state and federal employment laws, and experience in a union environment.

Compensation & Benefits

- Starting range of \$61,687.81 to \$81,384.58 per year
- Excellent benefits package including pick-up of employee's contribution to Public Employees Retirement System (PERS)

Status/Schedule of Hours

- Exempt position, 40 hours per week; will be on call to respond to emergency calls.
- Position is located at the Centerville Library

To Apply

To be considered for this position, please submit cover letter, resume and WCPL application by **September 30, 2022** to Human Resources, Washington-Centerville Public Library, 111 West Spring Valley Road, Centerville, OH 45458 or email to: HumanResources@wcpl.lib.oh.us

- WCPL Application can be found at www.wclibrary.info under Employment

All offers of employment will be contingent upon the candidate successfully completing a Bureau of Criminal Identification (BCI) fingerprint check.