

**Manager, Mobile Services**

**Job Summary**

The Mobile Services Manager oversees all programs, collections, services and operations of the Mobile Services Department to reach patrons in the library’s service district who may not be able to access fixed locations. This position develops plans for aligning library services and offerings with needs of specialized populations; ensures that system-wide initiatives, policies and procedures are implemented consistently in the department; and represents the broader community’s needs and interests in system-wide decision-making. Supervises a staff of individual contributors (10-15).

**Essential Functions**

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| Directs Mobile Services Department * Coordinates staff, service, and program scheduling to ensure effective operations.
* Directs and coordinates staff activities in alignment with each position’s role and responsibilities.
* Monitors and evaluates quality of services and offerings and ensures resolution of customer issues.
* Develops and communicates goals, plans, and procedures for the department aligned with system-wide mission, initiatives and policies.
* Collects, reviews and analyzes data and creates reports to document and evaluate the performance of the location.
* Oversees the department’s collection to ensure it meets the community’s needs and interests.
* Manages department budgets and resources.
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| Manages Mobile Services Fleet* Evaluates and manages complement of vehicles to meet evolving department needs.
* Plans and Coordinates routine safety and maintenance for all vehicles.
* Coordinates repairs as needed.
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| Oversees coordination of events, programs and outreach* Directs staff in planning, providing and evaluating programming and outreach to meet community needs and interests.
* Seeks and develops partnerships throughout the County to build community engagement and better understand and meet community needs.
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**Other Functions**

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| * Engages in professional development opportunities to maintain skills and knowledge of emerging ideas and practices.
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| * Other duties as assigned
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**Qualifications**

**Education and Experience**

* Master’s degree in Library Science (MLIS)
* Minimum 5 years’ experience working in libraries
* Minimum 3 years’ supervisory experience
* Experience in public libraries or public-sector organizations preferred
* Two (2) years’ experience working in providing mobile outreach services preferred
* Experience working in a union environment preferred

**Core Competencies**

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| * Adaptability
* Communication
* Customer Service
 | * Dependability
* Ethics & Integrity
* Initiative
 | * Job Knowledge
* Quality of Work
* Teamwork
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**Knowledge, Skills, Abilities**

* Knowledge of the principles and practices of public library operation; library materials selection, organization and access; and ALA professional ethics.
* Intermediate proficiency with an Integrated Library System.
* Intermediate proficiency in MS Office.
* Familiarity with vehicle mechanical operations preferred.

**Working Conditions and Physical Requirements**

* This job operates in a professional environment with exposure to central climate control, overhead lighting, and low-to-moderate noise levels. Work may also be performed on vehicles (e.g., bookmobiles, library-owned cars/trucks) to assist with the operation of mobile and outreach services. Work on bookmobiles is done in close quarters that, at times, may be in motion as teams travel from stop to stop. Mobile services work is performed year-round in vehicles furnished with heat and air conditioning.
* While performing the duties of this job, the employee is regularly interacting with the public. The employee is required to speak and hear, sit for extended periods of time, stand, walk, bend, stoop, use hands and fingers to perform repetitive motions, climb ladders to reach high shelves, squat reach low shelves, reach for materials at various angles and locations, and to lift, push, or pull objects weighing up to 25 pounds. It requires the ability to use standard office equipment including computers.
* Some travel by personal automobile for off-site meetings in various settings may occur. Occasional overnight travel may be required.
* Working hours vary based on community service event schedules and when the Library is open to the public. May include evenings and weekends.

The intent of this description is to provide a representative summary of the essential duties and responsibilities of an individual working in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.