Job Posting: Mobile Services Manager

<table>
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<tr>
<th>Title:</th>
<th>Mobile Services Manager</th>
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<tr>
<td>Internal Classification:</td>
<td>E4 - Manager</td>
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<tr>
<td>Primary Location:</td>
<td>Main Library</td>
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<tr>
<td>Hours:</td>
<td>Full time (40 hours/week)</td>
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<td>Minimum Salary Range:</td>
<td>$52,000</td>
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Posted on October 23, 2019
Applications will be accepted for a minimum of 10 calendar days from the original date of posting or until filled.

The Stark County District Library, based in Canton, Ohio, is seeking an experienced and skilled leader to manage our Mobile Services Department, one of the largest in both Ohio and the U.S.

Our fleet consists of six (6) bookmobiles and two (2) outreach vehicles and provides a variety of services including Books by Mail and visits to:

- Over 80 pre-schools, elementary schools and daycare facilities
- More than 100 homebound customers
- 50+ senior-living locations
- 30 stops/week to community organizations and various neighborhoods

This is a unique opportunity for a library professional with a passion for mobile and outreach services and strong interest in innovation as we are always looking for ways to “take the library on the road” and extend access to our resources across the entire community.

The Mobile Services Manager position is a full-time (40 hours/week), exempt, managerial position, overseeing a staff of 19 and reporting directly to the Community Libraries Director with a strong dotted-line reporting relationship to the Community Services Director. Compensation includes a competitive salary commensurate with the candidate’s qualifications and a generous benefits package.

If this opportunity interests you, and you believe you may be a good fit for this position (detailed job description, below), please go to the Stark Library website - www.starklibrary.org - for more information and to complete an employment application. Go to “Contact” and then “Employment” for access to our on-line application. Additional information about our mobile and outreach services can be found at: https://starklibrary.org/home/locations/bookmobile-services/.

About Stark Library
Stark Library serves over 118,707 active cardholders, annually circulating 4 million items from its 1.7 million item collection and providing access to an additional 61 million items from lending networks throughout Ohio. Each year the library presents more than 8,000 programs for 150,000 attendees and provides 200,000 computer sessions on the publicly available computers found in each branch. The system consists of ten branches, including our main library, as well as a mobile services department.
Position Summary

An employee serving in this position advances the mission of the Library by overseeing the Library’s mobile services including bookmobiles and other mobile and outreach-related services.

Duties and Responsibilities

1. Adds value as a key member of management; understands the profession, service recipients, organization and its strategy.
2. Supervises employees, provides direction, coaches, trains and develops, hires, and manages performance to organization goals and expectations.
3. Directs and coordinates the activities of the branch or department, oversees scheduling to ensure coverage of service points, and accepts responsibility for the overall operating effectiveness of the branch or department. Manages resources effectively and efficiently; knows and understands organization’s financial position.
4. Manages vendors and outside service providers effectively; sets expectations and holds them accountable.
5. Monitors mobile service vehicle fleet to ensure safe and productive operations.
6. Formulates goals, plans, and procedures for Mobile Services.
7. Seeks information from users and potential users of information and Library materials about their Library needs and interests.
8. Works with outside organizations such as schools and other community organizations to bring programs and services to their location.
9. Works to identify underserved communities within service area to determine location of Community Stops.
10. Identifies opportunities and develops strategies for new innovations in service using the mobile vehicle fleet.
11. Serves as a mentor or coach for new Branch Managers.
12. Participates in Library committee work by chairing meetings or contributing as a member.
13. Provides direct public service to Library users including circulation, reference and assistance in accessing services. Resolves customer problems.
14. Represents the Library in the community by making presentations and serving on boards and committees.
15. Seeks opportunities to promote the Library with the goal of increasing public use of programs and resources and enhancing the Library’s visibility as a vital community partner.
16. Interprets and explains Library policies, objectives, and services to community groups, business and educational leaders, and the public.
17. Other duties as required.

Core Competencies

1. Adaptability
2. Communication
3. Customer Service
4. Dependability
5. Ethics & Integrity
6. Initiative
7. Job Knowledge
8. Quality of Work
9. Teamwork
10. Talent Management
Technical / Functional Skills

- Strong problem-solving skills; ability to address complex, organizational issues (e.g., scheduling and coordination of stops)
- Knowledge of professional library theories, issues and trends as well as familiarity with library professional publications and the literature of librarianship
- Advanced familiarity with library principles, practices, services and operations
- Ability to plan, develop, implement and promote library-related programs
- Ability to perform intermediate to advanced functions using the library circulation system, service platforms, and following current procedures
- Proficiency in MS Office [Outlook, Excel, Word] or similar software and relevant business management systems such as Integrated Library System (ILS)

Education and Experience

- Education: Master’s degree in Library Science is required.
- Certifications or licensure: Appropriate CDL class for operating bookmobiles is preferred. Ohio drivers’ license and ability to maintain a driving record that is satisfactory to the Library’s liability insurance carrier is required.
- Years of relevant experience: 3 or more years required. 7 to 10 years is preferred.
- Years of experience supervising: 1 or more years required. 5 to 7 years is preferred.
- Experience working in a mobile outreach department is required.
- Experience managing a library branch/satellite location or department is preferred.
- Experience working with community groups is required.
- Experience in public library or public-sector organizations is preferred.
- Experience working in a union environment is preferred.
- Experience working with all levels within an organization is required.

Working Conditions and Physical Requirements

- The work related to this position is performed mainly in the public and office areas of the Library although some off-site meetings in various other locations may occur (e.g., school visits, etc.). This position may also perform work in mobile services vehicles to assist with department operations.
- The library environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations. 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.
- The noise level in the work environment is usually quiet to moderate.
- There is no set schedule for this position, although work is generally done Monday through Friday during typical hours of operation for one’s department. Management duties, including attendance at meetings and events, may require some work to be done before or after hours and on some weekends and evenings.
- This position may require an employee to remain in a standing or seated position for extended periods of time while performing a variety of tasks.
Employees must be able to perform repetitive hand, arm, and body movements, including typing and/or lifting books, on a continuous basis.

Employees must be able to perform tasks related to the operations of the mobile services department including:

- reaching overhead and bending/kneeling to shelve books weighing up to three pounds.
- ability to lift light objects [less than 20 pounds] and carry them short distances [20 feet or less] and, within Mobile Services particularly, load/unload materials and equipment in all weather conditions.
- ability to push a fully loaded book cart (typically weighing at least 20lbs or more) for distances of at least 20 feet.

Some travel by personal automobile and a valid State of Ohio drivers’ license is required. Occasional overnight travel is required.

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