



Job Description

TITLE: Chief of Staff	EXEMPTION STATUS: Exempt
DEPARTMENT: Administration	PAY GRADE: PG 4
REPORTS TO (JOB TITLE): Chief Executive Officer	DATE CREATED: January 2024
REVISION DATES:	

Summary:

Under the direction of the Chief Executive Officer, this position will serve as a strategic advisor by providing organizational, operational, and strategic support. This includes coordinating and organizing projects for the CEO's office, assisting the CEO with everyday action items and prioritizing tasks, identifying and providing workable solutions to issues that may arise, and coordinating the execution of system-wide efforts. This position is also responsible for serving as a communications liaison by leading initiatives focused on communication channels to cultivate a culture of open and transparent communication.

Level of Work:

Senior level management, with accountability for the direction of multiple functional areas. Employee knows and understands work requirements and completes tasks without direction. Employee has independent decision-making opportunities in more diverse and complex situations. Requires judgment and interpretation of general instructions. Minimal level of supervision is provided, generally for problem resolution.

Job Dimensions

Title of all jobs reporting directly to this job:

of Direct Reports: 0

Title of all jobs reporting indirectly to this job:

of Indirect Reports: 0

Essential Job Functions:

Captures the primary job duties that comprise the bulk of the job and allocates the approximate amount of time spent. Typically, most jobs will have no more than 5-7 primary duties. Note that the purpose of this approach is not to list every task, but to summarize the primary duties and the purpose they serve.

Primary Responsibilities <i>(Listed in order of priority, from most important to least important)</i>
1. Leads communications initiatives to foster a culture of open and transparent communications, collaboration, and knowledge sharing. Develops and implements a comprehensive internal communications strategy to establish and reinforce communication norms. Collaborates between divisions to gather information and updates for organization wide communications.
2. Collaboratively designs and formalizes organizational communication norms to ensure clarity in messaging. Designs and implements initiatives to promote and reinforce effective communications. Fosters a culture of feedback and continuous improvement in communications processes. Provides guidance and training on communication norms to all staff members with particular attention to the intersection of daily work with PLYMC's mission, vision and values. Develops and maintains organizational charts, process documentation, and other tools to enhance clarity and transparency. Serves as the central point of contact for inquiries related to organizational structure and processes.
3. Manages PLYMC's Intranet and creates internal newsletters, announcements, and other materials that instruct on and adhere to established communication norms.

4. Manages special projects for the CEO's office. This includes project coordination, assessment, and facilitation. Develops proposals, project plans, and budgets for special projects and manages the communications around these efforts. Ensures projects are executed efficiently, deadlines are met, and key stakeholders remain informed throughout the process. Ensures all projects align with PLYMC's goals and contributes to the improvement of services.
5. Supports and assists CEO in oversight of daily operations and serves as back-up or representative when needed. Assists with everyday action items as needed, including exercising decision-making authority and identifying issues and providing workable solutions. Communicates pertinent details to the CEO. Keeps momentum on time sensitive projects and enables CEO to stay abreast of critical decisions or deadlines. Identifies emerging challenges and opportunities facing PLYMC and works with relevant stakeholders to develop strategies to respond. Assists in managing workflow of CEO's direct reports. Represents the CEO's office at various special projects, committees, or other or . Develops communications and briefings for reviews of projects, efforts, and initiatives to better inform PLYMC's perspective.
6. Collects and analyzes data related to library operations and identifies areas for improvement. Prepares reports and presentations to communicate key performance indications and operational metrics. Suggests strategic initiatives to improve workflow, teamwork, budget management, etc. Collaborates with relevant stakeholders to gather feedback and insights for continuous improvement.
7. Performs all other duties as assigned.

Physical Requirements:

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents and operate standard business office equipment as well as intense concentration of both a technical and interpersonal nature, subject to constant interruptions and distractions. Strong computer, analytical thinking, and interpersonal skills are required. Travel to other library branches and off-site location required frequently. Some work is performed in a general office / library environment primarily sitting at a desk. Availability for extended or non-traditional hours as needed to perform job duties. Participation and attendance at promotional events and off-site meetings required. Able to reach, bend, climb, squat, lift up to 25lbs and stand for long periods of time.

Education/License Requirements:

Bachelor's degree in communications, Public or Business Administration, or a related field.

Degree or certificate in Library Science or Information Science a plus.

Experience Requirements (Skills, Knowledge and Abilities)

Requires:

1. Minimum of five years public or business administration and communications experience. Proven experience in internal communications, organizational development, libraries, or a related role is highly desired.
2. Requires at least three years of prior experience in a business or executive management position, specifically overseeing multiple departments with an emphasis on communication, problem-solving, and leadership skills. Demonstrated ability to work effectively with senior teams and make positive contributions that further team production goals and team cohesion.
3. Thorough knowledge of trends and issues related to service priorities in public organizations and measuring outcomes using quantitative and qualitative data, and an outcome-based methodology.
4. Demonstrated project management experience including conceptualizing, planning, leading and implementing multiple small- and large-scale projects at the same time using best practices in applying the principles of project management while maintaining attention to detail; including tracking budgets, accomplishing work through others and managing deadlines and expectations.

5. Ability to articulate a vision and strategic direction to a wide variety of audiences; strategic thinking, collaboration and inclusive leadership skills; flexibility and adaptability; and a willingness to embrace and drive change initiatives.
6. Must be highly organized and possess critical thinking skills. This includes the ability to plan, organize and prioritize work, and to work under pressure and with interruptions. Demonstrated ability to work independently, professionally, and effectively with minimum supervision and exercise independent judgment and decision-making when appropriate.
7. Demonstrated ability to solicit ideas and thoughts from various sectors and/or individuals and to conceptualize these thoughts into actions that may include operational and communication practices and plans.
8. Excellent communication skills, both verbal and written with above average knowledge of English grammar and punctuation. Ability to communicate clearly, diplomatically, and in a friendly and positive manner with staff, Library patrons, and other relevant stakeholders, Demonstrates a commitment to transparency and the ability to retain composure under pressure. Demonstrated ability to solicit ideas and thoughts from various sectors and/or individuals and to conceptualize these thoughts into actions that may include operational and communication practices and plans.
9. Strong technology skills including standard Microsoft suite. Familiarity with library systems and technologies is a plus.

Core Behavioral Attributes:

The Public Library of Youngstown and Mahoning County Library is a dependable source of reliable information and of guidance in locating and evaluating the information people need to be successful in all aspects of their lives. The Library is a center of community life that provides all residents, regardless of income, age, or race with ample opportunities for personal growth and satisfying recreation.

Our employees actively support the mission, values and initiatives of the library, exhibiting a commitment to:

- Providing free and equal access to all library resources
- Protecting customers’ privacy and confidentiality
- Valuing diversity by providing a full spectrum of resources and services to the community
- Promoting education and lifelong learning
- Upholding the principles of intellectual freedom
- Demonstrating professionalism at all times and providing excellence in service, including providing a warm, welcoming environment for all customers
- Supporting the library’s efforts as a socially responsible community institution
- Maintaining, encouraging and assuring a positive working environment in which all staff members are treated with dignity and respect

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of the Public Library of Youngstown & Mahoning County. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder’s responsibility.

EMPLOYEE ACKNOWLEDGMENT

I have read this job description and discussed it with my supervisor.

Employee

Date