



Position Description

Job Title	Head of Operations
Department	Library
Employment Status	Full time
Exempt/Non-Exempt Status	Exempt

Scope of Work

Under the general direction of the Library Director, this position is responsible for supervising the maintenance and security of the library building, according to the policies set forth by the Library Board and in alignment with the organizational vision, mission, service values, and goals.

Supervision

Received	Director
Exercised	Supervises up to 2 full-time and 1 part-time employees.

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change. **The Library expects that each employee will offer his or her services wherever and whenever necessary to ensure the success of all services that we provide to our customers.**

- Supervises maintenance staff and programs, including maintaining and updating maintenance procedures and practices.
- Oversees the operations of custodians in maintaining and cleaning the Library; schedules and assigns work; assist in maintenance and meeting setup as needed.
- Oversees the contracted cleaning service.
- Prepares and submits an annual maintenance budget to the Director.
- Approves purchases and tracks expenditures to keep within approved budget.
- Works with supply and service vendors on maintenance, repair and improvement of Library facilities and equipment.

- Maintains building security; oversees and schedules the contracted security team; trains staff in security procedures; regularly tours the building and monitors the security cameras.
- Coordinates building interior appearance (signage, décor, furniture), and efficient and safe public use (traffic flow, seating, aisles) within the entire library building.
- Manages the Library’s ADA initiatives; coordinates the purchase and maintenance of equipment for public use.
- Serves on various committees within the Library, the county federated library system, the City or State, and represents the Library within the City and region.
- Directs emergency management protocol and procedures, and designs, implements, and manages emergency and disaster-related policy.
- Assesses and makes recommendations regarding Library incidents, including bans; represents the Library in court proceedings involving behavior, vandalism, and theft issues; interacts with software to ban/block patrons from computer and internet access when needed.
- Serves as the liaison to Public Works and to the Police Department; provides photos and video to the police for Library and neighborhood incidents.
- Chairs the Library Security Committee.
- Prepares ID badges for Library staff members.
- Trains staff in fire and weather/tornado procedures; serves as the Library’s Emergency Management coordinator.
- **Attracts, recruits and trains team members as needed; participates in the hiring process for all building operations staff including review and selection of applicants in the City’s workforce management system hereinafter referred to as “NeoGov”, with subsequent interviewing and training.**
- **Motivates and leads a high-performing Building Operations team, including a Maintenance Coordinator and Custodians as direct reports in NeoGov, requiring periodic check ins and annual performance evaluations.**
- **Serves as librarian-in-charge during evening and weekend hours, on a rotating basis, supervising all library staff and operations; assists in any library service as required.**

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a bachelor’s degree in computer operations, building maintenance or a related field, plus 4 – 6 years of experience in building maintenance operations; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • General OSHA regulations, the ADA, and applicable state and local building codes. • Security and related issues dealing with public access to a variety of technologies. • Current methods and procedures used in building maintenance and security. • Local police operations and procedures as they relate to maintaining security at the library.
Ability to	<ul style="list-style-type: none"> • Analyze problems, identify and plan for alternative solutions, and implement plans in support of goals.

	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with supervisors, coworkers, and the general public.
Skill in	<ul style="list-style-type: none"> • Computer operations and website management. • Listening, oral and written communications. • Planning, organization and leadership.

Necessary Special Requirements

None

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to bend, stoop, kneel, crouch, or climb.
- The employee may occasionally be exposed to adverse weather and other unpleasant conditions, including heat, cold, wetness and humidity; dust, odors, noise, vibration, toxic agents, electrical currents, heavy machinery, violence, smoke and disease.
- The employee must occasionally lift and/or move up to 50 pounds, and occasionally in excess of 50 pounds.