

JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT (LVCCLD)

JOB TITLE: Literacy Program Manager

EXEMPTION STATUS: Exempt

PAY GRADE: PERS 129

JOB CATEGORY: Professionals

BARGAINING UNIT: Manager

GENERAL SUMMARY:

Under the intermittent supervision of the Community Engagement Director, the Literacy Services Manager responsible for the operational and administrative Leadership of Adult Literacy Services program. Supervises and manages service delivery and directly/indirectly supervises assigned staff. Responsible for fostering positive relationships within the community and assisting with the oversight of District projects, programs, and committees. Fosters and maintains a diverse, equitable, inclusive and accessible work environment. May require travel between District Branches.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Responsible for the day-to-day operational management of the Adult Literacy Services program:
 - a. Plans short-term (daily to annual) operational goals for assigned service or program;
 - b. Organizes assigned services, programs, and employees to achieve established goals;
 - c. Staffs assigned services and programs within budgetary guidelines to meet service demand and requisite skill needs;
 - d. Directs and motivates assigned staff to achieve established goals;
 - e. Coordinates with other programs and other Library services to meet established District Goals;
 - f. Develops, maintains, and monitors key reporting metrics to achieve and control desired quality outcomes;
 - g. Develops, maintains and monitors annual service or program Budget to achieve established goals and utilize District resources in an efficient and effective manner.

2. Assists in the supervision of assigned staff including but not limited to:
 - a. Performance Coaching & Management;
 - b. Career Counseling & Development; and
 - c. Conflict Resolution.
3. Assists with the oversight of projects, programs, vendors, and committees to support and achieve service or program initiatives and goals.
4. Develops relationships and communicates with the local community to assist in the establishment of outreach programs to support community and District goals.
5. Monitors compliance with all federal, state and local laws, regulations, codes, best practices, and District Policies and Procedures.
6. Stays abreast of current and future trends in service or program Administration/Science and Public Administration and makes recommendations regarding future District Strategies and Planning.
7. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer Service
- MS Word & Excel (Basic)
- Knowledge of Adult Learning methods
- Ability to teach and advise diverse, multi-skill level learners

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- **EDUCATION:** Bachelor's degree in Education or related field required.

Master's degree in Education, School Counseling, Human Services or related field preferred.

- **EXPERIENCE:** Two (2) years' experience in career guidance and advisement required.

Two (2) years' equivalent in career guidance and advisement in a post-secondary education setting preferred.

- **LICENSE AND CERTIFICATION:** None

- **PHYSICAL REQUIREMENTS:** Work is primarily performed in an office/classroom setting with frequent local travel required. Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as books, files, laptops or electronic devices. Although work is primarily performed in an office/classroom setting, a limited amount of bending, lifting, walking or standing is often necessary to carry out job duties.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of adult learner and alternative educational methods and have the ability to apply these methods for adult, at-risk teens and multi-cultural students.
- Knowledge of current trends and developments in the field of career and workforce development, especially pertaining to local high demand career fields.
- Knowledge of workplace/career assessments and testing.
- Ability to motivate and supervise staff.
- Ability to accurately prepare and maintain files, records and reports.
- Ability to handle stressful situations with professional composure.
- Ability to process and handle confidential information with discretion.
- Ability to communicate effectively in both oral and written form.
- Ability to maintain effective interpersonal relationships.
- Ability to implement change initiatives related to administrative processes and technologies.
- Ability to travel as required.

DEVELOPED: March 24, 2022