

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

JOB TITLE: Literacy Services Manager

EXEMPTION STATUS: Exempt

PAY GRADE: 129

JOB CATEGORY: Professionals

BARGAINING UNIT: Manager

GENERAL SUMMARY:

Under the intermittent supervision of the Community Engagement Director, the Literacy Services Manager is responsible for the operational and administrative leadership of the Adult Learning Program including management and reporting requirements of grant funding received through the Adult Education and Family Literacy Act (AEFLA). 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 customer delivery of Adult Learning Program (ALP) services including but not limited to:
 - a. English Language Learning (ELL);
 - b. Adult Basic Education (ABE);
 - c. High School Equivalency;
 - d. General Education Development;
 - e. High school diploma program;
 - f. National Career Readiness Certificate (NCRC);
 - g. Integrated Education and Training (IET);
 - h. One-on-one tutoring;
 - i. Workforce development opportunities including transition services, career training, and the development of employment pathways for students.
2. Responsible for department day-to-day operational management:
 - 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.
3. Assists in the supervision of assigned staff and volunteers including but not limited to:
 - a. Performance Coaching & Management;
 - b. Career Counseling & Development; and
 - c. Conflict Resolution.
4. Assists with the oversight of projects, programs, vendors, and committees to support and achieve service or program initiatives and goals.
5. Monitors performance of AEFLA program participants in LACES and CASAS databases including measureable skills gains, retention, high school completions earned, credentials earned, employment, and career training. Identifies and implements performance improvements, growth, and outcomes.
6. Develops relationships, engages, and communicates with the community to help establish outreach programs and support community and District goals. Develops opportunities to co-enroll students with WIOA (Workforce Innovation and Opportunity Act) mandated partners.
7. Monitors compliance with all federal, state and local laws, regulations, codes, best practices, and District Policies and Procedures.
8. Assists with the preparation of RFA's (Request for Agreement) and CFA's (Continued Funding Agreement) for AEFLA grants. Tracks grant spending, maintains fiscal records, collaborates with Development and Financial Services divisions to submit grant budgets and revisions, and initiates purchases.
9. Represents the District at state adult education leadership meetings, WIOA Title II meetings, professional development training opportunities, and One-Stop delivery system meetings.

10. Stays abreast of current and future trends in adult education, workforce development, and public administration. Makes recommendations regarding future District strategies and planning.

11. Performs other duties as assigned.

CORE COMPETENCIES:

- Adult Education Theory & Methods
- Customer service
- MS Word & Excel (Basic)

KNOWLEDGE, SKILLS, AND ABILITIES:

• EDUCATION:

Required: Bachelor's degree in Education or related field.

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

• EXPERIENCE:

Required: Three (3) years experience in career guidance and advisement in a post-secondary education setting with at least one (1) of those years in a supervisory role.

Preferred: Five (5) years experience in career guidance and advisement in a post-secondary education setting with at least two (2) of those years in a management role.

- **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 education methods.
- Knowledge of current workforce development trends, especially those pertaining to local high demand career fields.
- Knowledge of workplace and career assessments and evaluation.
- Knowledge of WIOA, AEFLA, and ALP services.
- 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.
- Ability to apply educational strategies for adult, at-risk teens, and diverse students.
- Ability to teach and advise adult learners with diverse backgrounds and different level abilities.

DEVELOPED: MARCH 18, 1998

REVISED: JUNE 11, 1998
SEPTEMBER 3, 1999
FEBRUARY 6, 2004
JULY 6, 2014
FEBRUARY 21, 2018
FEBRUARY 24, 2023