

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

JOB TITLE: Outreach Services Manager

EXEMPTION STATUS: Exempt

PAY GRADE: 121

JOB CATEGORY: Professionals

BARGAINING UNIT: Manager

GENERAL SUMMARY:

Under the intermittent supervision of the Community Engagement Director, the Outreach Services Manager is responsible for the operational and administrative leadership of community outreach efforts. A primary emphasis is placed on serving difficult-to-reach and underserved populations of all ages outside of library buildings. 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. Requires travel between Library District branches and community partners.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Responsible for customer delivery of the Outreach Services department to promote library programs and services:
 - a. Representation at community events including but not limited to fairs, festivals, parades, sporting events, business, non-profit, government, library, pre-schools, schools, and community partner programs;
 - b. Family engagement activities;
 - c. Afterschool educational activities;
 - d. Home-based childcare business support;
 - e. Accessibility to STEAM technology;
 - f. Library card sign-up and distribution events;
 - g. Homebound services;
 - h. Presentations to varying community industry sectors;
 - i. Early childhood education training
 - j. Fleet vehicles used to conduct community library services.

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, grants, and committees to support and achieve service or program initiatives and goals.
5. Identifies and evaluates community need. Communicates, develops relationships, and engages community partners to establish and maintain library outreach programs and services.
6. Manages Library District early childhood education training services to improve skills of caregivers and providers, and to strengthen family engagement throughout the community. Represents the District in early childhood education partner consortiums.
7. Monitors compliance with all federal, state and local laws, regulations, codes, best practices, and District policies and procedures.
8. Assists the Development division with the preparation of community grants. Administers grant projects, monitors and evaluates performance measurements, maintains fiscal records and spending, collaborates with Development and Financial Services divisions to submit grant budgets and revisions, and initiates purchases.

9. Represents the District at professional development training opportunities.
10. Stays abreast of current and future trends in community outreach, early childhood education, and public administration. Makes recommendations regarding future District strategies and planning.
11. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer service
- MS Word, Excel, and PowerPoint (Basic)
- Early Childhood Education Theory and Methods
- Managerial Planning, Organizing, Directing, Staffing, Reporting, Coordinating & Budgeting

KNOWLEDGE, SKILLS, AND ABILITIES:

• **EDUCATION:**

Required: Bachelor's degree in library science, education, child and family services, public administration, or related field.

Preferred: Master's degree in library science, education, child and family services, public administration, or related field.

• **EXPERIENCE:**

Required: Three (3) years' experience working in public library outreach, library services, education, child and family services, public administration, or related field.

Preferred: Five (5) years' experience working in public library outreach, library services, education, child and family services, public administration, or related field with at least two (2) of the five (5) years in a supervisory role.

• **LICENSE AND CERTIFICATION:**

Required: Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

- **PHYSICAL REQUIREMENTS:** Work is primarily performed in an office, and occasionally in an event or outdoor 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, electronic devices, marketing materials, or customer engagement technology. Although work is primarily performed in an office, event, or outdoor setting, a limited amount of bending, lifting, walking or standing is often necessary to carry out job duties.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of community engagement and library science services.

- Ability to motivate and supervise staff.
- 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 teach and advise youth learners and adult caregiver/providers with diverse backgrounds and different level abilities.

DEVELOPED: MAY 30, 2017

REVISED: FEBRUARY 21, 2018
MARCH 24, 2023