



## **JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT**

**JOB TITLE:** Literacy Administrative Supervisor

**EXEMPTION STATUS:** Exempt

**JOB CATEGORY:** Professionals

**BARGAINING UNIT:** Supervisor

### **GENERAL SUMMARY:**

Under general supervision, the Literacy Coordinator monitors and maintains the day-to-day programmatic, operational and administrative activities of the Literacy Services department. The Literacy Coordinator performs a variety of tasks including coordinating the needs of department staff, managing systems, creating and implementing departmental standard operating procedures, and identifying opportunities to improve customer service and department efficiency, effectiveness and quality. May require travel between District Branches.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Provides administrative/office management support to assist the Literacy Services Manager and the Literacy Services department to ensure grant program goals are achieved.
2. Maintains staff by recruiting, selecting, orienting, and training employees and developing professional growth opportunities. Accomplishes staff job results by coaching, counseling and evaluating job results.
3. Creates and maintains Literacy Services department standard operating procedures for positions within the department and volunteer office staff. Monitors workload and work activities of those supervises, establishes priorities, and meets established deadlines.
4. Creates and maintains staff and department procedures for assisting customers seeking literacy or workforce development services. Coordinates with staff to identify service needs of a customer, and initiates the customer workflow experience.
5. Coordinates the onboarding process for newly hired instructors and substitute instructors. Ensures that each new instructor has completed necessary requirements such as, but not limited to, a volunteer background check, required paperwork for financial processing, and provides general guidance on District payment policies.
6. Creates and manages instructor class assignments, requests for class assignments, ensures required signatures are obtained in a timely manner, and creates requests for payment for instructors and substitutes.

7. Develops, coordinates, and/or maintains the following: literacy class schedule for the program year; class lists and schedule updates for each cycle; input for the HiSET and NCRC testing schedule; and customer pre-test and post-test schedules.
8. Performs duties of Assessment Administrator/Proctor for regularly administered assessments utilized by the Adult Learning Program
9. Submits recommendations to the Literacy Services Manager for any improvements to the organization and/or operation of the Literacy Services department
10. Assists the Literacy Services Manager in collecting department data, and in the preparation of department planning and budgeting documents, including goals and objectives for the Literacy Services department.
11. Performs other duties as assigned.

#### **CORE COMPETENCIES:**

- Customer Service
- MS Word and Excel (Basic)
- Filing & database software application
- Basic accounting principles

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- **EDUCATION:**

**Required:** Associates of Applied Science (AAS) in Business Management or related field.

**Preferred:** Bachelor's degree in education, management, or related field.

- **EXPERIENCE:**

**Required:** Three (3) year experience in an office management role.

**Preferred:** Three (3) years' experience in an office management role in an educational, public agency, or non-profit setting.

- **LICENSE AND CERTIFICATION:**

**Required:** N/A

**Preferred:** N/A

- **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 office procedures and of spelling, grammar, punctuation and arithmetic.
- Knowledge of records administration and maintenance techniques and procedures.

- Ability to communicate effectively in both oral and in written formats.
- Ability to manage time effectively and meet established deadlines.
- Ability to develop, foster and maintain positive interpersonal relationships.

**DEVELOPED:** March 2, 2022

**UPDATED:** September 20, 2022