



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Chief Guest Officer
Reports To: Chief Executive Officer
Division: Guest Services

Position Code: 1186-126
Classification: Exempt
Date: 07/2024

JOB SUMMARY:

Under the direction of the Chief Executive Officer (CEO), the Chief Guest Officer (CGO) has strategic and operational responsibility for the library's Guest Services division. They direct, administer, plan, and coordinate activities related to the library's Guest Services division in accordance with policies, strategic plan(s), and annual plan(s) established by the library's Executive and Advisory Councils and the Metropolitan Library Commission. Responsibilities include providing leadership, strategic direction, and resource stewardship for the subordinate directors/manages who oversee the libraries and departments within the division and for succession planning and mentoring support for all division staff and managers. As the organization's senior-most Guest Services leader, the CGO is accountable for the overall service performance (analog and virtual guest interactions) of all libraries, for the achievement of divisional goals and objectives, and for aligning system-wide strategic objectives with effective and guest-centric access and engagement plans, operational strategies and metrics tied to those strategies, and the ongoing development and monitoring of operational service and performance systems. This position is a member of the Executive and Advisory Councils.

ESSENTIAL JOB FUNCTIONS:

- Provides and exemplifies excellent guest service to internal and external guests.
- Leads division in providing excellent service to internal and external guests in both analog and digital interactions through the development and implementation of efficient and easily usable policies, procedures, and practices that balance accountability with service.
- Spearheads the design, implementation, and management of the division's processes, including those associated with cultivating relationships with guests and expanding access to and utilization of the library's products and services.
- Aligns the Guest Services divisions' objectives with organizational strategy through active participation in strategic planning, initiative development, performance forecasting, resource planning, and budgeting.
- Facilitates the implementation of strategic goals and services to enhance and improve library experiences for internal and external guests.
- Develops effective guest focused operational service and performance plans for the Guest Services division, including all job roles, delivery channels, and resource deployment.
- Conducts business analyses, performance analyses, competitive analyses etc., to determine the effectiveness of initiatives and implement necessary changes that encourage achievement of overall divisional targets.
- Articulates the results of analyses of service in reports, presentations, and recommendations to key stakeholders.
- Conducts regular research, keeps up with trends and best practices, giving the library a competitive edge, and ensuring that it performs on par with peer libraries.
- Leads, designs, and implements activities that support the organization's brand and philosophical positions.
- Works with the Human Resources department to determine the criteria for recruiting key staff in the Guest Services division to guarantee high performance of the organization.
- Participates in systemwide succession planning; identifies top talent and contributes to the recruitment of key Guest Services staff.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Maintains efficient and effective execution of duties within the Guest Services division.
- Supports and improves organizational culture initiatives to create and maintain a positive work experience for all internal guests.
- Supports all Core Values of the organization and implements them effectively throughout the Guest Services division.
- Mentors key personnel in the Guest Services division, ensuring their constant professional growth and assisting them in the execution of their duties where necessary.
- Prepares subordinate directors/managers for the assumption of the CGO duties in the event of their absence.

- Leads learning and development initiatives impacting the Guest Services division, and provides stewardship of access, engagement, and management talent.
- Collaborates with the Human Resources and Learning and Development departments, to establish learning and development objectives essential to the division's success, oversees the effective delivery of training and development programs, actively assesses the value of training and development investments, and monitors learning and development outcomes to ensure high ROI.
- Establishes and governs the Guest Services division's performance development standards. This includes establishing guiding principles for managing development; establishing and prioritizing critical developmental measures for all Guest Services jobs; overseeing the equitable allocation of organizational objectives across all Guest Services libraries and departments and staff; and ensuring all key Guest Services managers are held accountable for assigned results.
- Drafts, recommends, and implements Guest Services policies, procedures, and processes.
- Takes initiative to establish relationships with key personnel within the library industry.
- Attends industry events and conferences, establishing and maintaining long term relationships with key vendors, potential partners, and key consultants.
- Negotiates the terms of agreements and licenses, collaborative partnerships, and other terms of service related to areas of responsibility.
- Works closely with other Executive and Advisory Council members and advises them on Guest Services strategies, forecasting, and general management issues to align the library's efforts, avoid conflict of interests, and enable the achievement of the library's overall goals and targets.
- Collaborates with the Finance and Business division in determining the Guest Services division's budget as well as appropriate internal budgetary allocations.
- Monitors, adjusts, and recommends budgetary activity for all departments within the Guest Services division.
- Represents/acts as spokesperson for the library with the media, in meetings with public officials, community groups, library associations and other organizations as needed.
- Cultivates and maintains relationships with community leaders, organizations, and professional associations.
- Participates in the Executive and Advisory Councils and other work groups as established by the CEO.
- Maintains a stable knowledge base of the library industry, peers, and competitors.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records and the code of professional ethics.
- Performs other duties as deemed necessary for the smooth performance of the library, or as delegated by the CEO.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations.
- Occasional travel within the state or nationally for appropriate professional development and networking

INTERACTION:

- Interaction with all levels of staff, guests, Metropolitan Library Commission members, partners, vendors, and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Master's degree in Library Studies/Information Science from an ALA-accredited college or university; and
- Seven years of experience managing service provision, staff, programs, and large-scale projects; and
- Five years of public library experience.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Future-oriented, can articulate vision of possibilities and likelihood of their success. Has broad knowledge and perspective.
- Effectively copes with change, comfortably shifts gears, and manages risk and uncertainty. Decisive and action oriented without having the total picture.
- Skilled at judging which ideas and suggestions will work and moving them forward. Can manage the creative processes of others.
- Knowledgeable about how an organization, especially libraries, works and knows how to get results using both formal and informal channels. Recognizes and understands the culture of an organization. Understands the origin and reasoning behind key policies, practices, and procedures of the organization.
- Ability to relate well and build appropriate rapport and relationships with a variety of people in all levels of the organization, as well as people outside the organization. Uses diplomacy and tact and can diffuse even high-tension situations comfortably.
- Addresses and resolves conflict equitably, seeking common ground and cooperation when possible. Skilled at reading situations quickly and focusing attention to gain understanding of conflict situations.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Management principles and practices, including goal setting, budget development/implementation and staff development and motivation.
- Methods and techniques of research, statistical analysis, and report presentation.
- Applicable state, federal and local laws, rules, and regulations.
- Trends and issues related to public libraries, 21st century learning, community and civic engagement and materials management.
- Business and management principles involved in strategic planning, resource allocation, and coordination of people and resources.
- Principles and practices of library science and management.
- Methods and techniques of research, data collection and evaluation, statistical analysis, and report presentation.
- Outcome-based planning and evaluation.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to a diverse staff in different formats.
- Using exceptional interpersonal and leadership skills that build and maintain strategic relationships with internal and external guests.
- Using tact, discretion, initiative, and independent judgment.
- Hiring, motivating, developing, and directing staff in a collaborative team environment.
- Planning, organizing, assigning, directing, reviewing, and evaluating staff work.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Utilizing effective and creative problem-solving skills.
- Understanding and applying highly complex policies and procedures.
- Demonstrating a flexible and collaborative work style.
- Prioritizing competing projects, programs, and responsibilities.

Mental and Physical Abilities:

- Ability to effectively listen to staff as part of understanding their needs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.

- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear.
- While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises multiple levels of management staff.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Schedule will include evening and weekend hours as assigned. The schedule may also vary depending on the needs of the library.
- The incumbent must reside within a 25-mile radius of the assigned work location.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.