



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Outreach Supervisor  
**Reports To:** Director of Outreach & Engagement Services  
**Division:** Guest Services

**Position Code:** 1081-112E  
**Classification:** Exempt  
**Safety Sensitive:** No  
**Date:** 12/2024

#### **JOB SUMMARY:**

Under the direction of the Director of Outreach and Engagement Services, the Outreach Supervisor is responsible for overseeing the planning, implementation and evaluation of Library by Mail services and Onsite Libraries.

#### **ESSENTIAL JOB FUNCTIONS:**

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- 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.
- Utilizes outcome-based planning and evaluation for program planning for Library by Mail and Onsite Library services.
- Measures the effectiveness of Outreach programs and services for target audiences.
- Creates and prepares reports and other materials or documents as needed about Outreach programs and services.
- Manages relationships with Onsite Libraries' site directors; plans and maintains regular delivery schedules.
- Assists members in obtaining information and making effective use of library resources and services, including use of library catalog and reader's advisory.
- Oversees routine collection maintenance and weeding process following established guidelines.
- May drive library fleet vehicles to support department services.
- Issues library materials to customers and discharges returned material; accepts payments for lost materials.
- Promotes and markets Outreach programs to members of the community who would benefit from Libraries by Mail and Onsite Libraries, including assistance in preparation of the Library by Mail catalog.
- Serves as a liaison between staff at libraries close to Onsite Library locations and members who utilize the Onsite Libraries.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, problem-solving processes, and annual program budget process for the Outreach Department.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- 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 users' records and the code of professional ethics.
- Performs other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

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

#### **SUPERVISORY RESPONSIBILITY:**

- Supervises the Outreach Specialist I and Outreach Specialist II positions.

#### **INTERACTION:**

- Interaction with all levels of staff, members, agencies, and the general public.

#### **MINIMUM QUALIFICATIONS REQUIRED:**

- Bachelor's degree from an accredited college or university;
- Three or more years of personnel management experience with evidence of progressive responsibility and interdisciplinary approaches to problem-solving and decision-making; and
- One or more years of experience in a public library setting.

#### **Licenses and Certifications:**

- Valid State Driver's License
- Current Motor Vehicle Insurance
- Acceptable Driving Record as defined in the Driver Safety Procedures

#### **HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Experience building sustainable community relationships.
- Knowledge of outcome-based planning and evaluation.

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

##### **Knowledge of:**

- Modern professional library principles, practices and procedures.
- Management principles and practices, including goal setting, monitoring budget and staff development and motivation.
- Data collection and assimilation.
- Library resources and collections.
- General office practices and procedures.
- All technology related to the performance of essential job functions.

##### **Skill in:**

- Organizing work, setting priorities and meeting critical deadlines.
- Maintaining a fixed schedule with a minimum of direction.
- Communicating clearly and effectively with staff and members, including individuals and groups of various sizes.
- Using exceptional interpersonal and leadership skills to build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative and independent judgment.
- 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.

##### **Mental and Physical Abilities:**

- Ability to concentrate and pay close attention to traffic conditions and driving safely in moderate to heavy traffic.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- While performing the essential functions of this job the employee is frequently required to sit, stand, walk, use hands to finger, reach with hands and arms, handle or feel, speak, hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

**TRAVEL:**

- Frequent travel to other library locations and Onsite Libraries spread throughout the service area.
- Occasional travel within the state or nationally for appropriate professional development and networking.

**WORK ENVIRONMENT:**

- Works primarily indoors in an office setting with little physical discomforts associated with changes in weather. The noise level in the environment in the work environment is quite to moderate. Occasionally works outdoors loading and unloading a cargo van and delivering materials to partner agencies.
- This position is eligible for 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.

Employment with the Metropolitan Library System for this position is conditioned upon compliance with the Driver Safety-Drug and Alcohol Testing Policy (SH 671). The Driver Safety-Drug and Alcohol Testing Policy is available on the Intranet or from the Human Resources Department.

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.