About Spokane Public Library
The Spokane Public Library’s mission and vision is to be a community of learning and to inspire a thriving city through cultural and educational opportunities. We value education, collaboration, diversity, innovation, the customer experience, and everyday accountability. Since 1894, we have been dedicated to bringing people, information, and ideas together for the continuous growth and success of our community.

We are committed to staff development, recruitment, and promotion that embraces diversity in age, race, color, ethnicity, marital status, gender identity or expression, language, national origin, mental and physical ability, religion, sexual orientation, veteran status, and other characteristics. We are committed to creating a workplace that is welcoming of intersectional identities in all its forms.

Position Overview: This position plans, coordinates, and manages the daily operations of the Central Library branch; responds to public social needs; oversees the maintenance of the branch facilities, equipment, and collection materials; and supervises assigned personnel and interns. This position is responsible for working with the public to help citizens find services and make changes to help improve their lives. They are responsible for working directly and indirectly with vulnerable or at-risk individuals who are affected by mental health issues or addictions, live in poverty, face homelessness and/or marginalization.

A new concept building, the Central Branch is a center of public service in a downtown core, including library services, community technology, and creative arts. Innovative opportunities for research and partnerships with government, non-profit, and universities will abound.
PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Responsible for the planning, coordination, and management of the daily operations of the library branch including customer service, facility maintenance, and staff supervision.
- Responsible for continuous evaluation and improvement to services in pursuit of library mission and goals.
- Provides leadership to create and maintain a positive customer experience.
- Ensures delivery of service to customers to identify individual needs and issues and provide appropriate information, support, referrals and advocacy.
- Builds and maintains relationships with community organizations that serve populations that face marginalization.
- Works collaboratively with SPL managers, teams and other employees to build capacity and skill in working with customers who face marginalization.
- Oversees the development of relationships with members of vulnerable populations (such as people in crisis or at risk of crisis, street-involved young people, people facing homelessness, poverty, addictions and or mental illness) without judgement.
- Responsible to ensure that customer complaints are addressed and issues are resolved at the lowest level possible. Will address complaints and issues if not resolved at a lower level.
- Responsible for overseeing clinical internship hours for Social Work students.
- Solicits, responds to, and utilizes staff feedback.
- Creates and promotes a team environment for Library staff members.
- Works in close collaboration with other leadership team members.
- Responsible for making final determination on hiring, assignment of work projects, promotions or transfer decisions and coordinates process with the Human Resources department.
- Responsible for making final determination on decisions regarding the disciplinary process, and the recommendation to discharge staff in coordination with Human Resources.
- Responsible to ensure that staff are adequately supervised and trained.
- Responsible to ensure that staff are evaluated on their performance and receive appropriate feedback on a timely basis.
- Responsible to ensure that staff compliance with departmental policies, procedures, and standards of service is effectively monitored and maintained
- Responsible to ensure that the proper upkeep and maintenance of library facilities, equipment, technology and/or grounds is monitored and that maintenance requests are appropriately prepared and submitted.
- Responsible to monitor usage and ordering of supplies for department/branch and to remain within budget guidelines for these items.
- Responsible to ensure that staff coverage levels are monitored and appropriately maintained.
- Actively participates in SPL culture/community.
- Addresses issues with a spirit of innovation and collaboration.
- Other duties as assigned.
MINIMUM QUALIFICATIONS:

Education and Experience:

- Master’s degree in Social Work from CSWE accredited institution.
- Licensed Social Worker in Washington state.
- Minimum 2 years post-graduate social work experience.
- Experience providing direct services to the public; supervisory experience within a customer service environment.

Required Knowledge of:

- Operations and services relative to public service.
- Customer service standards
- Computer systems and software.

Preferred Skills:

- Managing and coordinating public service operations.
- Administering policies and procedures.
- Supervising, leading, and delegating tasks and authority.
- Interpreting policies and resolving customer issues/complaints.
- Establishing and maintaining effective working relationships w/staff and customers.
- Customer service skills.

Physical Demands / Work Environment:

- Work is performed in a public library environment and is subject to sitting, standing, walking, bending, reaching, climbing step stools/ladders, and lifting of objects up to 20 pounds.
- Must be able to push/pull fully loaded book carts and lift/carry library materials and equipment.