Location: Howard County Library System  
Job Title: Chief Operating Officer - Public Services

Responsibilities:  Examples of duties, responsibilities, and specific areas of oversight include, but are not limited to, the following:  
Leads and directs the development and implementation of departmental goals, policies and annual work plans; manages the allocation of resources and service levels for optimal customer service; Provides leadership development, mentoring, and coaching to managers and staff; Monitors the departmental structure, staff assignments, service levels and administrative systems required to accomplish HCLS' mission and objectives in an effective and efficient manner; directs the identification and analysis of opportunities for service enhancements; Oversees the operation of departmental initiatives, functions, and activities; sets objectives and monitors the performance of subordinate staff engaged in defined activities; Directs the development and implementation of the operational budget; monitors expenditures to ensure adherence to the approved budget; Seeks and initiates opportunities to partner with community leaders to increase HCLS' presence in the community; Develops the systemwide approach for the delivery of children's, teen, and adult classes and events; Ensures staff analyze curriculum offerings and the customer experience, and use that data to improve future offerings, customer engagement and outcomes; Strategic institutional planning and project management. The ability to plan and communicate decisions clearly; to know when consensus is beneficial and when to drive decisions; Performs a lead role in strategic planning, system-wide projects, and events; Fosters collaborative and positive working relationships and encourages creativity; Creates instruments to monitor and ensure team performance exceeds customer expectations, addresses issues in a timely manner; Represents HCLS on miscellaneous committees and boards and at countywide events, understanding such representation plays a major role in engaging the community and raising the visibility and value of HCLS

Requirements: Master's degree from an accredited college or university in Education, Library and Information Science, Public or Business Administration, or a closely related field; Eight years increasingly responsible managerial experience; Skilled in change management, facilitation, and leadership development; Strong history of motivating high performance, coaching, developing, mentoring and empowering managers in a decisive, professional, and diplomatic way; Knowledge and experience with principles and practices of budget planning and fiscal management; Ability to plan, direct, and evaluate the work of senior managers and other staff; Ability to establish and maintain effective working relationships with library staff, boards, elected officials, community organizations, and other library stakeholders; Demonstrated use of ability to use diversity, equity, and inclusion as guiding principles in leadership; Ability to prepare comprehensive, accurate, and timely reports, records, and other documents; Ability to independently set priorities, adapt and drive change initiatives, and successfully manage projects; Ability to work collaboratively and harmoniously; A sense of humor and a positive and enthusiastic approach to public service and library leadership

Salary Range: Starting salary - $175,000 DOQ

Application Process: https://recruiting.paylocity.com/Recruiting/Jobs/All/40de7fa2-99e6-4bdb-99f4-432eb0ad0d28/Howard-County-Library-System

Closing Date: July 26, 2024