



METROPOLITAN LIBRARY SYSTEM
Job Description

Job Title:	Chief Community Officer	Position Code:	1194-126
Reports To:	Chief Executive Officer	Classification:	Exempt
Division:	Community Services	Date:	07/2024

JOB SUMMARY:

Under the direction of the Chief Executive Officer (CEO), the Chief Community Officer (CCO) has strategic and operational responsibility for the library's Community Services division. They direct, administer, plan, and coordinate activities related to the library's Community Services division following 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 who oversee the departments within the division and for succession planning and mentoring support for all division staff. The CCO is responsible for ensuring an integrated approach to the library's community relations efforts, organizational marketing and messaging, and fundraising activities to advance the library's strategic goals and objectives. 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 the division's efforts by seeking to understand the needs of the diverse communities served by the library, and developing strategic goals, objectives, and operational plans that balance community needs with library resources.
- Partners with the Director of Community Relations to cultivate and maintain positive relationships with local organizations, partners, key stakeholders, community, business and civic leaders, and elected officials that build consensus and understanding about the library's work and value to the communities served.
- Works with the CEO, Executive and Advisory Councils, managers, and staff to build and maintain public support for the library.
- Recommends relationship, communication, and resource enhancements that benefit the communities within the library's service area.
- Partners with the Communications department to develop and deliver key messages about library activities, needs, and community impact that reflect the library's mission and brand.
- Supports the Communications team in the identification and development of internal communications strategies and activities that build a positive workplace culture and support the library's strategic plan.
- Partners with and provides leadership to Development and Volunteer Services to oversee the planning, organization, direction, implementation, and evaluation of all fundraising activities to meet the short and long-range fundraising goals and support the library's mission, strategic goals, and objectives.
- Leads the division's directors and staff in designing and planning library activities, events, and projects that promote the library's services and facilities to diverse communities and key stakeholders.
- Works with the Human Resources department to determine the criteria for recruiting key staff in the Community Services division to guarantee the organization's high performance.
- Participates in systemwide succession planning; identifies top talent and contributes to the recruitment of key Community Services staff.
- Carries out supervisory responsibility following 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.
- Mentors key personnel in the Community 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 CCO duties in the event of their absence.
- Leads learning and development initiatives impacting the Community Services division and provides stewardship of division 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 Community Services division's performance development standards. This includes establishing guiding principles for managing development; establishing and prioritizing critical developmental measures for all Community Services jobs; overseeing the equitable allocation of organizational objectives across all Community Services departments and staff; and ensuring all key Community Services directors are held accountable for assigned results.
- Drafts, recommends, and implements Community 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 Community 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 Community Services department's budgets as well as appropriate internal budgetary allocations.
- Monitors, adjusts, and recommends budgetary activity for all departments within the Community 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 professional associations related to the division's work.
- 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.
- Supports and improves organizational culture initiatives to create and maintain positive work experience for all internal guests.
- Completes all required and assigned training on time.
- Supports all Core Values of the organization and implements them effectively throughout the Community Services division.
- 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:

- Occasional 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, key stakeholders, community, business and civic leaders, elected officials, and the public.

MATERIAL AND EQUIPMENT USED:

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

Education and Experience:

- Master's degree from an accredited college or university in business administration, education, public administration, communications, or a related field or a master's degree in library studies/information science from an ALA-accredited college or university; and
- Five years of professional experience managing community relations, communications/marketing efforts, or a comprehensive development program; and
- Two years of personnel management experience.

or

- Bachelor's degree from an accredited college or university in business administration, education, public administration, communications, or a related field; and
- Seven years of professional experience managing community relations, communications/marketing efforts, or a comprehensive development program; and
- Two years of personnel management experience.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Future-oriented, can articulate a vision of possibilities and the 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.
- Experience working in a library or other educational/knowledge-based or service organization.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Management principles and practices, including goal setting, budget development, and implementation.
- Advanced communication, negotiation, problem-solving, collaboration, and conflict-resolution capabilities.
- Civic/non-profit organizations and a demonstrated commitment to the community.
- Fundraising, including development, planning, annual giving, and major gift cultivation and solicitation.
- Communications planning, social media, and public relations.
- All computer applications and hardware that are related to the performance of the essential functions of the job.

Skill in:

- Using Microsoft® 365 programs.
- 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.
Demonstrating a flexible and collaborative work style.
- Prioritizing competing projects, programs, and responsibilities.

Mental and Physical Abilities:

- Ability to relate well and build appropriate rapport and relationships with a variety of people at all levels of the organization, as well as people outside the organization.
- Ability to align guests' needs with strong program design and implementation, including design thinking, change management, performance measurement, organizational culture, systems theory, and group dynamics.
- Ability to use complex qualitative and quantitative analysis to understand and communicate stakeholder needs, and to design effective solutions.
- Ability to effectively present in a variety of formal settings, command attention, and manage group processes.
- Ability to communicate effectively about technical ideas and issues with non-technical audiences, orally and in writing.
- Ability to work independently.
- Ability to analyze, interpret, and integrate data from various sources and to plan, develop and implement strategies.
- 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 bend, stoop, crouch, crawl, kneel, and lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position supervises multiple management-level 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.
- Occasional evening or weekend work required.
- 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 the 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.