

Position Title	Area Manager	
Position Statement	All NCW staff embrace these core competencies as an organization and as individuals who positively represent the library and its mission in the community.	
	<ul style="list-style-type: none"> ● Ethical Practice ● Professionalism ● Building Respectful Relationships ● Valuing Diversity & Promoting Inclusiveness ● Library Advocacy & Intellectual Freedom 	<ul style="list-style-type: none"> ● User Focus ● Effective Communication & Collaboration ● Foundational Knowledge ● Adaptability ● Continuous Learning
Position Summary	Leads operations for assigned library branches, ensuring efficient delivery of library materials and services, patron satisfaction, and employee engagement. Provides oversight of branch program planning, local collections, community outreach, goal setting, service delivery, scheduling, and resolution of patron and employee issues. Regularly evaluates branch performance and executes plans for improvement as needed. Engages with Friends of Library groups, local officials, and community leaders to foster strong relationships. Supports branch staff by setting performance standards, mentoring, and facilitating staff growth and development, Work is performed under the general direction of the Director of Branch Operations. Divisional supervision is exercised over all personnel in the division.	
Essential Functions	<ul style="list-style-type: none"> ● Organizes, approves, and directs library programs to enhance community awareness and involvement. ● Reviews, approves, and ensures accuracy of related invoices, and financial records. Secures appropriate branch resources. ● Provides on and off-site management of all branch personnel and ensures compliance with organizational and state rules and regulations. ● Cultivates positive, beneficial relationships with staff at all levels of the organization. ● Conducts ongoing branch visits to ensure consistency and provide staff support. ● Assigns, directs, trains, and recommends action as it pertains to staff work. Disciplines, coaches, and evaluates staff performance. 	<ul style="list-style-type: none"> ● Ensures implementation of NCW Libraries policies, procedures, services, and projects are consistent throughout the library system, and meet the needs of patrons and communities. ● Cultivates skills in leadership, management, strategic planning, process improvement, change management and employee coaching. ● Possesses detailed knowledge of library policies, procedures, and current practices. ● Fields and responds to customer service-related questions and concerns. ● Acts ethically and honestly, applying high standards of behaviour to all work activities and interactions. ● Develops and maintains staff schedules.
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> ● Supervision of staff in multiple locations. ● Experience creating, applying, and implementing operational policies, procedures, and systems. ● Demonstrated commitment to diversity and inclusion. ● Basic knowledge of federal wage and hour laws, EEO, ADA and L&I. ● Must have a focus on collaboration and work well with teams, both as a leader and a member. 	<ul style="list-style-type: none"> ● Must have proficient computer skills, Microsoft Office Suite experience and the ability to learn new software. ● Must possess strong organizational skills, be able to establish priorities and meet deadlines. ● Must have strong verbal and written communication skills with the ability to mediate conflict, provide coaching and discipline and develop staff.
Education & Experience	Bachelor's Degree in Business, Logistics, Management, Human Resources, or related discipline with a minimum of five years supervisory experience. Experience managing remote sites highly desired.	
Special Requirements	Valid driver's license in the State of WA. Extensive travel and flexibility to work evenings and weekends.	
Physical Requirements	While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit for long periods of time; walk; stand; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must be able to lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and peripheral vision. The noise level in the work environment is usually moderate. Requires regular operation of motor vehicles.	
Wage & Benefits	<ul style="list-style-type: none"> ● \$67,295.35 - \$90,439.33 annually ● Exempt ● Full-Time 	<ul style="list-style-type: none"> ● Medical, dental, vision, life ● Sick and vacation leave ● Retirement through State of Washington

