

Yakima Valley Libraries Community Engagement & Impact Manager

FLSA: Exempt Professional

Job Purpose and Summary

The Community Engagement and Impact Manager will have primary responsibility and oversight over strategic partnerships, marketing, and community engagement for Yakima Valley Libraries (YVL) that prioritizes equity, diversity, and inclusion. This will include overseeing YVL's mobile services, youth services, adult services, and marketing as well as be the liaison for YVL's strategic partners and stakeholders. With support from YVL staff, the Community Engagement and Impact Manager will actively engage in coordinating, implementing, and evaluating annual district-wide partnerships and community engagement plans for all locations of YVL. The Community Engagement and Impact Manager will also coordinate and oversee grants to support YVL's strategic goals.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

Administration:

- Provides leadership, vision, and organizational structure for strategic partnerships, grants, marketing and community engagement; as well as provide extraordinary customer service experiences to internal and external stakeholders
- Responsible for hiring, managing, mentoring, problem-solving, and goal setting for employees within assigned departments. Plans initiatives for the department that align with the Libraries' strategic plan
- Reports to and works with the Executive Director in conjunction with the Library Management Team to respond to the needs of the public
- Under direction of the Executive Director and Business Services Director: assists in the resolution of a wide range of routine and non-routine personnel issues
- Develops and manages departmental budget(s) and reports
- Collaborates with Libraries' public services staff, stakeholders, and community partners to achieve departmental and Libraries' goals by establishing working relationships with a variety of organizations: health agencies, schools K-20, and other community organizations
- Plans, assigns, organizes, and monitors work while coordinating multiple service areas
- Explains policies and procedures to library customers and staff and resolves related questions and concerns
- Answers questions and provides information to the public; investigates complaints

- and recommends corrective action as necessary to resolve complaint
- May provide direct assistance to patrons with basic information regarding use of library materials, equipment, and services
- Maintains the integrity of confidential information

Grants and Outreach

- Identifies opportunities, coordinates proposals, and executes grants in support of strategic partnerships, programming, facilities, and community engagement
- Creates, implements, and monitors system-wide outreach services and local activities to address community needs
- Engages in professional development that centers on strategic partnerships, marketing, grants, and community engagement

Libraries' Leadership

- As a member of the Library's Management team, the Community Engagement and Impact Manager will actively engage in planning and implementing innovative services for YVL.
- Advance departmental and Libraries' goals
- Advocate for equity, diversity, and inclusive practices throughout YVL Libraries
- Participate in committees within YVL and the profession
- Participate in management meetings and monthly library board meetings and share pertinent updates with department
- Foster an environment of continual professional development, improvement, and learning
- Continuously assess and iterate programs to improve services and advance initiatives
- Demonstrate commitment to innovation and discovery to remain relevant in strategic partnerships and public engagement
- Demonstrates independent judgment and discretion in a wide variety of situations

Other Duties as Assigned

Required Qualifications:

- Relevant Master's degree
- Three (3) years of experience in public libraries, education, or related field
- Two (2) years of experience developing and delivering community engagement activities and plans
- Three (3) years of management experience
- Two (2) years of experience in budget planning, preparation and administration
- Bilingual (English/Spanish)

Preferred Qualifications:

- Master's Degree in Library Science (MLS/MLIS)
- Two years of experience developing and supporting successful grant programs
- Two (2) years' experience with InDesign, Illustrator and/or Photoshop

Knowledge, Skills and Abilities:

- Knowledge and support of the ALA Core Values and Code of Ethics
- Knowledge and support of the principles of intellectual freedom
- Advanced project planning and management skills, involving designing, leading, and completing a project within its intended scope and timeline
- Advanced knowledge of principles and practices of budget preparation
- Ability to work collegially and collaboratively with people of diverse backgrounds
- Be an advocate and ally for equity, diversity, and inclusion
- Ability to develop a database of desired partnerships for YVL, ensuring diversity of voices are represented
- Ability to maintain excellent and detailed records, including partnerships created and grants acquired
- Ability to develop and implement partnership and grant evaluations and act on results
- Ability to coordinate the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required
- Ability to foster a positive working environment through daily actions and behaviors
- Ability to lead, cultivate, and empower staff
- Effective time management skills
- Advanced customer experience skills
- Ability to communicate effectively, including excellent interpersonal skills as well as verbal and written skills
- Ability to pay attention to detail
- Ability to transfer and apply knowledge and experience to new situations
- Ability to analyze situations and make sound decisions
- Ability to work on a regular and dependable basis
- Ability to comply with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures

Supervision Received and Exercised

Receives general direction from the Executive Director. Exercises direct supervision over assigned departments and volunteer staff.

Work Environment and Physical Demands

- Normally seated, standing or walking at will
- Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasions
- Keyboarding and working at a computer monitor for extended periods required

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- Phone usage, reading, speaking, and listening required
- Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person
- Have a valid WA State Driver's License to at times travel within service area, may range over 120 miles in a day
- Some early morning, evening and weekend work required

Signature

Date