

# **LITERACY SERVICES MANAGER**

**(Range 129)**

## **DEFINITION**

Performs a variety of professional public service and supervisory work in the District-wide planning, coordination, delivery and operation of Literacy Services.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision and direction from the Deputy Director, Chief Operating Officer.

Exercises general supervision over all staff assigned to the Literacy Department, including contract instructors, tutors and volunteers.

## **ESSENTIAL AND MARGINAL FUNCTIONS – Essential and marginal functions and responsibilities may include, but are not limited to the following:**

### **Essential Functions:**

1. Designs, implements and evaluates District-wide instructional literacy programs which may include classes taught in libraries and community organizations as well as volunteer tutoring and on-line independent, self-paced instruction.
2. Plans, implements, and evaluates Literacy services to ensure program offerings meet the needs of the community as well as the educational performance standards outlined by various funding agencies.
3. Establishes and maintains a cooperative relationship with other Adult Education and Literacy Programs throughout the community and the State.
4. Acts as Literacy liaison with Library District staff and administration.
5. Manages the Literacy Department's operating budget, multiple grant, and gift funds through oversight of contract instructor hours and the purchase of books, electronic resources, curriculum materials, small equipment and office supplies.
6. Coordinates purchase of print resources in support of Literacy Services with Collection Development.
7. Coordinates evaluation, selection and purchase of electronic and online resources with Information Technology, Collection Development and Virtual Branch staffs.
8. Manages the recruitment, training and recognition of volunteer tutors.

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9. Recruits and hires contract instructors who provide independent instruction to various students in classroom settings.
10. Manages the placement of clients with appropriate tutor or contract instructor.
11. Coordinates use of facilities for tutoring and class sessions.
12. Composes and distributes correspondence, memos, and other documents.
13. Administers budget and seeks additional funding through grant writing and fund raising projects.
14. Follows standard Library District practices in submitting and preparing reports, budget requests, and other materials related to the management of Literacy activities and grants.
15. Actively seeks grant opportunities to advance the Library District's literacy initiatives through coordination with the Development Office and Business Office.
16. Participates on interview panels and selects staff for the Literacy Department.
17. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, disciplining, and completing performance evaluations.
18. Directs and prioritizes the work of subordinate staff.
19. Promotes Literacy services and program development in the community.
20. Plans, organizes, and implements special programs and exhibits for the promotion of reading and to encourage greater patronage of the Library District.
21. Maintains knowledge of Computer Assisted Literacy in Libraries (CALL) and other literacy programs, and developments in Adult Education that may advance the Library District's literacy program.
22. Utilizes personal computers, automated library systems, the Internet, e-mail, and online tools and resources.
23. Operates library and basic office equipment including but not limited to: copy machine, telephone, and facsimile machine.
24. Delivers paperwork and other materials to District-wide departments and libraries.
25. Maintains a safe environment for both patrons and staff.

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26. Attends or conducts Department Head and other informational meetings at sites throughout the District.
27. Develops, assesses, and communicates progress on goals and objectives for the Literacy Department.
28. Negotiates performance targets with various funding agencies.
29. Develops, interprets, and implements Literacy Department policy and procedures.
30. Interacts extensively in person, over the telephone, in writing, and in person, with District staff and management, outside agencies, vendors, and patrons.
31. Develops positive and beneficial contacts and relationships with individuals and organizations to create and enhance literacy in the community.
32. Stays abreast of new trends and innovations in the fields of adult literacy and public library administration and services.

**Marginal Functions:**

1. Attends and participates in professional association meetings and seminars.
2. Performs related duties and responsibilities as required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Management methods and principles.
2. Principles of grant funding, including source identification, application and administration.
3. CALL methods and principles.
4. Library District and Department policies and procedures.
5. Library District terminology and functions.
6. Effective supervisory techniques and principles.
7. Basic accounting principles and procedures.
8. Filing practices and procedures.

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9. Correct English usage, spelling, punctuation, and grammar.
10. Current trends and developments in the fields of Adult Education, including ABE, ELL, High School Equivalency and Family Literacy programs and services.
11. Standard assessment tools such as CASAS.

**Ability to:**

1. Accept and manage change and maintain flexibility.
2. Supervise and direct the work of subordinate staff.
3. Plan, organize, manage complex projects for accurate and efficient results.
4. Prioritize and perform multiple tasks concurrently.
5. Work quickly and accurately.
6. Work independently and as part of a team.
7. Maintain effective working relationships with those contacted during the course of work.
8. Understand and follow oral and written instructions.
9. Speak in front of large groups.
10. Communicate clearly and concisely, both orally and in writing.
11. Serve district staff and management, clients, tutors, and other customers with patience, tact, and integrity.
12. Maintain the mental capacity for effective interaction and communication with others.
13. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - Standing, walking, or sitting for extended periods of time;
  - Bending, reaching, stooping, and pushing;
  - Lifting and carrying;
  - Operating assigned equipment.

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14. Maintain effective auditory and visual perception needed for:

- Making observations;
- Communicating with others;
- Reading and writing;
- Operating assigned equipment.

**Skilled in:**

1. Use of personal computers and associated software.
2. Use of CALL equipment and programs.
3. Use of library and general office equipment.

**QUALIFICATIONS**

**Training and Experience:**

Master's Degree in Library Science from a college or university accredited by the American Library Association, or a Master's Degree in Education or closely related field required; three (3) years of increasingly responsible experience demonstrating successful project management, grant writing or leadership in a library, governmental agency or a non-profit organization required, including demonstrated ability to implement literacy services objectives with measurable outcomes, effectively supervise and motivate subordinate staff, develop and maintain positive relationships with library customers, patrons, vendors, District-wide staff and management; and successful implementation of literacy outreach efforts with community organizations, agencies and others required.

**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking; frequent lifting and carrying objects of light weight (5-10 pounds) and occasional lifting and carrying objects of moderate weight (11-20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time.

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Tasks require visual perception, color perception, sound perception, and oral communications ability.

**Environmental Requirements:**

Tasks are performed with infrequent exposure to adverse environmental conditions.

**License, Certificate, or Special Requirements:**

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

**FLSA: EXEMPT**

**CBA: MANAGER**

**DEVELOPED: MARCH 18, 1998**

**REVISED: JUNE 11, 1998  
SEPTEMBER 3, 1999  
FEBRUARY 6, 2004  
JULY 6, 2014**