



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 900.5

Job Title: **DEPUTY DIRECTOR - LIBRARY CUSTOMER EXPERIENCE (EXE LVL)**

Pay Grade: 34

GENERAL SUMMARY:

Manages departmental operations to ensure continuity and delivery of customer-driven library services.

RESPONSIBILITIES:

- Directs a range of library services
- Provides leadership, vision and oversight for public service operations and budgets to ensure coordination, data collection/analysis, information flow and policy compliance.
- Interacts with departmental managers/supervisors, elected officials, business and community leaders, and the public to identify opportunities, build partnerships and resolve issues.
- Directs and coordinates implementation of policy and procedures.
- Plans, develops and implements a variety of customer-focused services and programs, and monitors overall customer satisfaction.
- Serves as an advisor to the Director and a member of the executive leadership team.

SPECIFICATIONS:

KNOWLEDGE:

Master of Library Science degree from a school accredited by the American Library Association (ALA).

EXPERIENCE:

Seven years of progressive professional library experience, four of which must have been in a managerial capacity.

Must have a valid Texas Driver's License and comply with the City of Houston policy on driving (AP 2-2).

Leadership experience with a large urban library system is preferred.

COMPLEXITY:

Work is very nonstandardized and widely varied, involving many complex and significant variables. Analytic ability and inductive thinking are required in extensively adapting policies, procedures and methods to fit unusual or complex situations.

IMPACT OF ACTIONS:

Errors in work lead to major costs and problems; impacts are typically short-term but may have some affect on the long-term performance of the City. Work is typically performed under general direction with policy direction provided. The incumbent participates in setting his/her own work objectives.

SPECIFICATIONS: (continued)**SUPERVISION EXERCISED:****Direct Supervision:**

Involves scheduling, supervision and evaluation of work in the role of a Deputy Director or the equivalent. This position is typically exercising oversight of Assistant Directors, Deputy Assistant Directors, Managers and/or senior professionals and reports directly to the Department Head/Director. This level of supervision has a very significant level of input regarding personnel actions, such as hiring, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work in the role of Deputy Director or the equivalent.

CONTACTS:**Internal Contacts:**

Level of internal contact is primarily with City officials and executives. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations and occasionally with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies and media representatives. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required.

Effective: May 2020