

JEFFERSON COUNTY RURAL LIBRARY DISTRICT JOB DESCRIPTION

CLASSIFICATION TITLE: MANAGER I: HEAD OF OPERATIONS

CLASSIFICATION SUMMARY

The Head of Operations provides strategic leadership for the library's physical, technical, and organizational infrastructure, ensuring that facilities, fleet, and systems operate safely, efficiently, and in support of exceptional public service. This management-level position oversees building maintenance, custodial services, vehicle operations, safety programs, and facility-related digital systems. The Head of Operations coordinates vendor and contractor relationships, manages operational budgets, and ensures compliance with safety and accessibility standards. This position maintains close collaboration with library leadership, staff, and external partners to sustain reliable, secure, and well-functioning environments across all library locations.

PRIMARY DUTIES AND RESPONSIBILITIES – FACILITIES MANAGEMENT

- Oversee the maintenance, repair, and operation of library buildings, grounds, and equipment to ensure safety, functionality, and accessibility.
- Develop and implement preventive maintenance schedules, custodial standards, and building systems protocols.
- Coordinate and supervise vendors and contractors providing maintenance, custodial, and specialized facility services.
- Ensure compliance with local, state, and federal regulations, including ADA accessibility, fire safety, and occupational health standards.
- Maintain accurate records of facility inspections, maintenance activities, and warranty documentation.
- Develop and track budgets for facility-related projects, repairs, and supplies.

PRIMARY DUTIES AND RESPONSIBILITIES – FLEET MANAGEMENT

- Supervise the library's vehicle fleet operations, including scheduling, maintenance, insurance, and registration.
- Ensure vehicles are safe, clean, and reliable for library staff and outreach needs.
- Oversee the Fleet Coordinator and ensure compliance with safety, fueling, and maintenance protocols.

- Maintain accurate logs, mileage tracking, and preventive service schedules.
- Evaluate and recommend vehicle replacements or upgrades to meet operational demands.

PRIMARY DUTIES AND RESPONSIBILITIES – SECURITY AND SAFETY

- Develop and oversee the library's security protocols and emergency preparedness plans.
- Manage relationships with security vendors, alarm monitoring, and safety inspection services.
- Coordinate staff training on safety procedures, including fire, evacuation, and first aid response.
- Conduct regular risk assessments and safety audits of facilities, fleet, and work practices.
- Serve as primary contact for building and site security issues.
- Ensure systems and procedures align with the library's risk management and insurance policies.

PRIMARY DUTIES AND RESPONSIBILITIES – FACILITY SYSTEMS & OPERATIONS

- Oversee facility-related digital and mechanical systems, including HVAC controls, lighting automation, security systems, and asset tracking.
- Coordinate with IT and administrative staff on operational software and technology that supports building management and internal workflows.
- Monitor energy use and sustainability practices; recommend improvements that promote efficiency and environmental responsibility.
- Develop procedures for reporting, tracking, and resolving operational issues.
- Ensure effective communication channels between staff, administration, and vendors for operational coordination.

PRIMARY DUTIES AND RESPONSIBILITIES – GENERAL

Supervision & Team Leadership

- Supervise assigned staff, including the Fleet Coordinator, Custodian, and Janitor; provide training, performance evaluations, and scheduling.

- Establish priorities, delegate tasks, and ensure high standards of quality and safety.
- Promote collaboration and communication among departments to support smooth daily operations.

Public Service & Organizational Support

- Maintain a limited public service presence or participate in library-wide events as needed to stay connected with staff and patron needs.
- Collaborate with managers and administration to ensure facilities and operations align with service goals and strategic priorities.

Other Duties

- Represent the library at meetings, workshops, and professional events related to facilities and operations.
- Maintain current knowledge of trends and best practices in facility management, sustainability, and organizational safety.
- Contribute to a positive, inclusive, and collaborative organizational culture.
- Other duties as assigned.

KNOWLEDGE AND ABILITIES

(Depending on work assignment, some or all of the following may apply.)

Knowledge of:

- Facility operations, maintenance, and building systems.
- HVAC, electrical, and mechanical systems and preventive maintenance practices.
- Custodial standards and safety regulations.
- Fleet operations, vehicle maintenance, and record-keeping.
- Security systems, access control, and emergency preparedness planning.
- Sustainability and energy management principles.
- Vendor and contract management practices.
- Budget development and financial tracking for operations.

- Computer applications related to building automation, work orders, and asset tracking.
- Supervisory principles and leadership practices.
- Modern office practices, procedures, and equipment.
- Correct English usage, grammar, spelling, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.

Ability to:

- Communicate the purpose and values of the organization in a compelling and inspiring way.
- Model professional, safety-conscious behavior and encourage staff through teaching and role modeling.
- Plan, organize, and direct facility and operations activities to meet organizational needs.
- Supervise, lead, and evaluate staff effectively.
- Interpret and apply building codes, safety standards, and regulatory requirements.
- Prioritize multiple projects and respond effectively to emergencies.
- Develop and manage budgets and contracts.
- Coordinate vendors and contractors across multiple work sites.
- Conduct inspections and identify maintenance or safety issues.
- Work independently with initiative and sound judgment.
- Establish and maintain effective working relationships with staff, vendors, and the public.
- Communicate clearly both orally and in writing.
- Work cooperatively with others in a team-oriented environment.

QUALIFICATIONS

Required Qualifications

- Bachelor's degree in Facilities Management, Operations, Engineering, Business Administration, or related field; or equivalent combination of education and relevant experience.

- Five years of progressively responsible experience in facilities, operations, or maintenance management.
- At least two years of supervisory experience.
- Demonstrated ability to manage contracts and vendor relationships.
- Knowledge of building systems, fleet operations, and safety compliance.
- Strong organizational and interpersonal communication skills.

Preferred Qualifications

- Experience managing public sector or library facilities.
- Familiarity with building automation or computerized maintenance management systems (CMMS).
- Experience implementing sustainability and energy-efficiency initiatives.
- Demonstrated success in coordinating complex, multi-site operations.

REQUIRED LICENSES OR CERTIFICATIONS

- Valid Washington State Driver's License.
- Ability to obtain First Aid/CPR certification within six months of hire.
- Facility management or safety certification (e.g., IFMA, OSHA, or equivalent) desirable.

PHYSICAL DEMANDS

- Ability to read computer screens, blueprints, and equipment manuals.
- Ability to bend, reach, and lift up to 50 pounds.
- Ability to push or pull carts or equipment.
- Ability to climb ladders and access maintenance areas safely.
- Ability to communicate effectively in person, by phone, and electronically.
- Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

Work is performed in both library and maintenance settings, including offices, mechanical rooms, and outdoor areas. Regular contact with staff, vendors, and contractors is required. Noise levels may vary from quiet office environments to louder mechanical or custodial settings. Evening and weekend work may be required for emergencies, programs, or special events. Some travel may be required.

Classification Specification: October 2025