

City of South San Francisco  
Human Resources Department

**Literacy Program Manager**  
Class Description

**Definition**

Under general direction, manages and supervises a primary library program in one of two areas: Project Read or the Learning Center; supervises all levels of full-time, part-time, and volunteer employees; performs responsible administrative, coordinating, and technical duties; and does related work as required.

**Distinguishing Characteristics**

This classification is distinguished from all other classes by its responsibility for the day-to-day operations of a specific library program and is the highest, non-administrative class in the Library. This classification is a management level position due to the comprehensiveness and complexity of the programs administered, which entail the possession of a higher degree of technical knowledge and/or a higher degree of supervisory responsibilities. Incumbents in this class may serve as Library Director in the department head's absence.

**Typical and Important Duties**

1. Manages and supervises the operations of a primary library program; performs work connected with program activities; supervises grants and other special projects.
2. Supervises assigned staff in the areas of scheduling, assigning and prioritizing work; training; conducting performance evaluations; taking or recommending actions regarding hiring, promotion, time off, and discipline.
3. Coordinates assigned functions with other library operating units and other library systems; collaborates with City departments and outside agencies in the deliverance of services; establishes and maintains relationships with appropriate community agencies; makes periodic presentations.
4. Assesses community needs and interests and develops instructional and support services to meet them; plans and oversees systems to deliver literacy services and related support activities; designs and implements tutor training curriculum.
5. Promotes program participation, usage of facilities, and involvement in programs; develops and oversees outreach and volunteer recruitment activities; develops and oversees major promotion and recruitment plans.
6. Assists in the development of library and literacy program policies and procedures, and provides for their implementation.
7. Responds to and resolves customer inquiries and complaints as well as incident reports.
8. Manages program or division budget and maintains sound fiscal management practices; prepares annual operating budget and lists of revenue sources as needed; negotiates and prepares funding requests and contracts for services with other agencies, as needed.
9. Maintains records, prepares reports, compiles statistical information; submits required program and fiscal reports for grant sources.

10. Identifies potential funding resources for special projects; writes grant proposals as needed and determines the need and scope of fundraising events.
11. Manages equipment and facilities.
12. Represents the Department on committees and at meetings, as well as to the media, community groups, local governments, local agencies, and other groups, and in library and community activities.
13. Serves as the Library Director, as assigned.
14. Performs related duties and responsibilities as assigned.

### **Job-related Qualifications**

#### Knowledge of:

- Principles, methods and practices of literacy issues and the learning process.
- Personnel management and budget administration.
- Federal and state regulations as they relate to the specific program.
- Budgeting, accounting, and fiscal record keeping.
- Applicable laws and regulations.
- Computer systems and related programs.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Principles of management, supervision, training, and employee development.

#### Ability to:

- Plan, coordinate, and direct the services of a specific program.
- Develop and implement procedures and systems.
- Effectively supervise assigned personnel.
- Display outstanding customer service skills.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Interpret and accurately apply rules and regulations.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Perform work in connection with program activities; plan and prepare program and grant operating budgets.
- Maintain accurate financial records; submit financial reports to required local, state, and Federal agencies, as well as funding agencies; acquire a thorough knowledge of community needs and interests, and of resources available.
- Apply computer programs to the assigned function.
- Make presentations to City Council, community and other groups.
- Facilitate meetings and work with advisory boards.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.

- Make process improvement changes to streamline procedures.
- Work in a safe manner modeling correct City safety practices and procedures; coach others and enforce adherence to safety policies and procedures; recognize, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

**Skill to:**

- Some positions require skill in speaking and writing fluently in English and a second language.
- Operate and use computers and technical equipment as they relate to libraries and collections.

**Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

**Experience:**

Three years of progressively more responsible professional experience in an adult literacy or educational setting; two years experience in a supervisory capacity is desired.

**Training:**

A bachelor's degree from an accredited college or university and a master's degree in education or a related field.

**Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

**Special Requirements**

Essential duties require the following physical skills and work environment:

**Physical Skills:**

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, to train, and to make public presentations; lift and carry 35 pound boxes, files, and materials.

**Work Environment:**

Mobility to work in a typical office and library setting.

**Ability to:**

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs.

**Additional Information:**

- Approved: August 1998
- Revised Date: June 2003
- Former Titles: Literacy Program Manager – Project Read or Community Learning Center
- Abolished:
- Bargaining Unit: Mid-management
- DOT: No
- Status: Classified/exempt
- Job Code: Learning Center M500