

# Massachusetts Library System

## Position Description: Full Time Operations Director

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### Position

A leadership position; reporting to the executive director and serving on the leadership team; and contributing to overall organizational planning and policy development.

Stays abreast with current and emerging trends to provide leadership and coordination of MLS activities to provide highest quality services in assigned areas; as well as the highest quality management of internal operations.

Leads, manages, supervises, and develops staff in related program areas, provides human resources and support services for all staff, conducts all onboarding and offboarding services, plans and manages programming, communications.

Assigned areas include:

- Lead organizational budget management
- Human Resources, providing internal services to all staff working in varied environments (telecommute, in offices, and on the road).
- Programs:
  - BiblioTemps®
  - Cooperative Purchasing
- Corporate records management
- Clerical front office and administrative tasks
- Organizational Audits
- Offices management
- Other duties as assigned

Supervision: Reports directly to the Executive Director and is part of the MLS Director team.

Works with MLS staff, members, Executive Board and Committees, vendors/contractors, landlords, and representatives of partnering organizations.

### Qualifications

#### Required

- Education: Master's degree in business or public administration or equivalent combination of experience and education.
- Five years of professional (post-graduate degree) work in related areas.
- Five years of successful experience supervising professionals.

- Demonstrated skills in providing positive leadership, motivation, team building and teamwork, and culture building.
- Strong customer service philosophy.
- Competence in current and emerging business/public administration and management techniques in nonprofit management.
- Ability to work collaboratively with MLS staff, members, and stakeholders.
- Effective communications to interact in speech, in writing, and virtually with MLS staff, library personnel, members, and stakeholders both individually and in groups.
- Ability to initiate, organize and work independently.

## **Desired**

- Nonprofit Human Resources experience
- HR certification, e.g. SHRM or HRCI
- Experience managing hybrid staff

## **Position Responsibilities**

Duties and responsibilities may include, but are not limited to:

- Develops and implements strategic business plans to achieve the organization's goals and objectives.
- Oversees organizational financial management.
- Human resources management for MLS and temporary BiblioTemps staffing, e.g., compensation, benefits, and regulatory compliance.
- Administration of HR training program, budget, related records and reporting.
- Program management and staff supervision for BiblioTemps and Cooperative Purchasing programs, as well as supervises staff accountant.
- Works with staff to identify opportunities to create an engaging and positive work environment.
- In conjunction with the Executive Assistant/Office Coordinator, manages MLS offices.
- Acts as a backup/support supervisor for the Statewide Delivery Service.
- Works with stakeholders, e.g., members, executive board, committees, automated networks, vendors/contractors, Massachusetts Board of Library Commissioners, elected officials, library associations, etc.
- Represents MLS to partner organizations as assigned.
- Works closely with leadership team to ensure appropriate planning and staff crossover.
- Develops strategies and direction for MLS services as part of MLS leadership team.
- Acts in place of Executive Director in their absence as assigned.
- Other duties as assigned.

## Job Requirements

This position requires regular presence in both MLS offices, Marlborough and Northampton. Incumbent will be based in the Marlborough office.

Incumbent must be able to commute throughout the Commonwealth; may have the option of working from home, when compatible telecommunications is available, in consultation with the executive director.

The position requires light to moderate physical effort demanded when performing functions under typical office and computer use conditions. Light to moderate physical effort and stamina required for frequent travel and transport of work-related materials and equipment to meeting and training sites. The successful candidate must be able to lift up to 50 pounds with or without reasonable accommodation.

Must possess a valid Motor Vehicle Operator's License valid for use in Massachusetts and provide the means of transportation to fulfill job duties throughout Massachusetts and attend relevant meetings.

Candidates must be eligible for permanent employment in the United States, and all appointments are subject to a criminal background check.

## Compensation

Position Grade - 17 Exempt

Full Salary Range – \$113,347 - \$158,696, depending upon experience

MLS full-time staff members receive a benefits package that includes health insurance; dental insurance, life insurance and a defined contribution plan with TIAA-CREF. (MLS is a private, non-profit organization and does not belong to the State Employees' Retirement System.)

This position is exempt from the wage and overtime provisions of the Federal Fair Labor Standards Act.

The Massachusetts Library System, Inc. is a state-funded not-for-profit corporation governed by its member libraries with offices in Marlborough & Northampton, Massachusetts.

### **MLS is an equal opportunity employer**

*MLS is an equal opportunity employer that does not discriminate against any employee or applicant for employment because of race, color, age, marital status, sex, physical or mental challenge, creed, religion, political affiliation, national or ethnic origin, or sexual orientation. Members of underrepresented groups, and those committed to working in a diverse cultural environment are encouraged to apply.*