



Operations Manager

The Community Library Association

POSITION INFORMATION

Title: Operations Manager

Type: Full-Time, FLSA exempt

Schedule: Monday-Friday

Location: Ketchum, Idaho

Reports to: Jenny Emery Davidson, executive director

Compensation: Minimum starting salary of \$70,000/year, higher depending on experience

Benefits: Paid time off, 85% of health insurance premium paid by employer, retirement plan with 4% match, employer-paid AD&D policy, voluntary vision, short-term disability, and dental plans.

Special Instructions: Successful applicants must be able to complete a criminal background check.

THE COMMUNITY LIBRARY ASSOCIATION

The Community Library's mission is to bring information, ideas, and individuals together to enhance the cultural life of the community. The Community Library Association (CLA) is a non-profit cultural and educational institution supported in part by revenue from the Gold Mine Thrift and Consign Stores, and in part by private donations. As a privately-funded public institution, the Library provides broad access to a wide range of resources and services. Anyone can get a library card here for free! The Library includes robust physical and digital book collections, a vibrant slate of educational programs for all ages, computer and internet access, and the Center for Regional History, which includes the Wood River Museum of History and Culture and the historic Ernest and Mary Hemingway House and Preserve.

JOB SUMMARY

The operations manager oversees human resources and facilities for The Community Library Association, helping to ensure a positive and productive work environment and public space in the service of the Library's mission. The operations manager is the point person in personnel matters, including the logistics of the hiring process and staff orientation, employee benefits, and professional development. The operations manager oversees maintenance of the Library's facilities which accommodate well over 100,000 public visits annually. The facilities include the Library, the Wood River Museum of History and Culture, the Gold Mine Thrift and Consign stores, the Gold Mine annex, the Hemingway House and Preserve, and the bookmobile. The operations manager supervises the maintenance manager and coordinates with library staff and external contractors to keep the facilities in great condition. The operations manager also serves as the staff liaison to support the executive director in board matters, including board orientation, board meeting management, and board development. The operations manager works closely with and reports directly to the executive director. This is a full-time, salaried position.

DUTIES AND RESPONSIBILITIES

- Work with the executive director to maintain policies and procedures for The Community Library Association, including the Library, Gold Mine stores, and the Wood River Museum of History and Culture, with the goal of sustaining an inclusive, respectful, productive work environment.
- Manage processes for new hires and departures, including the orientation process and exit interviews.
- Manage the performance review process and, working closely with the executive director and supervisors, mitigate conflict and navigate workplace performance matters.

- Administer insurance, retirement, and general benefits plans for employees. Respond to employee questions about organizational procedures, benefits, and other standard matters.
- Support ongoing professional development for all employees through staff meetings, trainings, and special events, providing both content development and logistical support, encouraging a spirit of lifelong learning.
- Promote camaraderie and collaboration across all departments.
- Exercise excellent organizational skills and confidentiality to maintain institutional files in both physical and digital formats in accordance with document retention policies.
- Manage a departmental budget of approximately \$800,000/year.
- Oversee the well-being and accessibility of The Community Library Association facilities. Manage maintenance contracts, including janitorial and grounds, as well as special projects.
- Work with maintenance manager to oversee security protocols for the facilities.
- Help develop and maintain internal financial and administrative controls.
- Attend and take minutes at board meetings, and assist the executive director with board communications, board reports, and meeting schedule management.
- Maintain and track the inventory of office supplies and equipment in a systematic fashion with a strong sense of organization and prudence.
- Exercise excellent communication skills with the executive director, CLA staff, board members, and the general public.
- Contribute to an environment of diversity, equity and inclusion, consistent with the Library's aims.
- Work on special projects and tasks as assigned by the executive director.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Work is performed primarily indoors and may involve sitting at a computer and standing for lengthy periods of time. This position requires intermittent lifting and moving objects up to 40 pounds (heavier items must be team lifted). A moderate degree of public interaction is required for this position.

QUALIFICATIONS

- Bachelor's degree, or commensurate experience, is preferred.
- Strong technical skills and an ability to quickly learn a range of technology systems, including Microsoft Office (Outlook, Sharepoint, Teams), LibCal, spreadsheets, and various online interfaces.
- Excellent communication skills, both verbal and written, for applying to personnel matters and for coordinating between staff, board members, and the general public.
- Excellent organizational skills and attention to detail for accurate and efficient recordkeeping, correspondence, and project tracking.
- Proven discretion for confidential matters.
- Bilingual skills in English and Spanish are advantageous.

APPLICATION INSTRUCTIONS

To apply, please send a cover letter and resume to the executive director, Jenny Emery Davidson, at jdavidson@comlib.org. Please use the subject line "Operations Manager: [First Name Last Name]." Applications will be accepted through NOON MST on Monday, December 23. Please direct all questions to jdavidson@comlib.org or call 208-806-2620.