

**Department:** Library  
**Title:** Business Services Manager  
**Division:** Business Office  
**Reports To:** Library Director  
**Date:** April 2021  
**Status:** Exempt

*The library reserves the right to modify this and every job description in whole or in part at any time.*

### **Work Schedule**

Full-time, frequently including evenings and extra hours related to library board meetings, fundraising events and special projects. May include occasional rotating evening or weekend hours.

### **General Job Description**

Manages and oversees all financial functions of the library. Assists in planning and preparing the annual budget, monitors library spending and grant activities, prepares monthly financial reports, acts as liaison to the city finance department, oversees human resources activities including personnel record keeping, FMLA requirements and benefits information. Serves as a member of the management team.

### **Primary Duties**

- Monitors all library budget and financial accounts.
- Prepares monthly financial reports and various statistical reports of library services and activities.
- Responsible for accounts payable and accounts receivable.
- Coordinates preparation and submitting of state annual report.
- Reviews, approves and processes bi-weekly time sheets and payroll.
- Attends meetings of the Library Board of Trustees and responds to inquiries about the financial reports.
- Coordinates processing and payment for all library credit card activity.
- Assists with personnel and benefits administration; responsible for issues relating to FMLA and employee benefits.
- Assists in planning, preparation and implementation of the library's annual budget.
- Maintains all funds received as either gifts or grants.
- Assists donors with planned giving and facilitates fundraising initiatives.

### **Secondary Duties**

- Coordinates information pertaining to the annual city audit.
- Maintains postage meter, reserve account and bulk permit account.

### **Qualifications**

- Bachelor's degree in business, finance, accounting or related field, or equivalent in other education and experience.
- Five years' experience with budgeting, financial reporting and accounts maintenance with demonstrated knowledge of accounting principles.

- Five years' experience with in-depth usage of Excel spreadsheets; detailed knowledge of Excel's capabilities.
- Familiarity with payroll software packages.
- Demonstrated experience in account analysis and budget preparation.
- Knowledge of credit card policies and procedures.
- Excellent organizational skills and attention to detail.
- Ability to establish and maintain relationships with contractual business services and vendors; demonstrated negotiation skills.
- Demonstrated ability to handle confidential/sensitive information with discretion, tact, and diplomacy.
- Strong ability to self-direct with excellent collaborative and problem-solving skills.

### **Physical Demands**

- Frequent walking, standing (upwards of 2 hours at a time) and sitting.
- Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels.
- Extensive bending stooping, pulling, reaching handling and feeling.
- Manual dexterity; ability to operate computer keyboard and mouse.
- Good vision; correctable to 20/20 and in color.
- Clear speaking voice and good hearing.

### **General Requirements for All Library Employees**

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff, department and management team meetings.

### **Job Performance Standards**

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.
- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

### **Required Talents & Leadership Competencies**

**Talents:** service, ethics, arranger, responsibility, creativity, empathy, persuasion

**Leadership Competencies:** vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

## DEFINITIONS FOR REQUIRED COMPETENCIES

### Talents

- Service: a drive to be of service to others
- Ethics: a clear understanding of right and wrong which guides actions
- Arranger: an ability to orchestrate
- Responsibility: a need to assume personal accountability for work
- Creativity: ability to break existing configurations in favor of more effective/appealing ones
- Empathy: an ability to identify the feelings and perspectives of others
- Persuasion: an ability to persuade others logically

### Leadership

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. In committed to continuous improvement of services.
- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.