



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 04/18  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Manager of Student and Community Engagement Services

### **JOB SUMMARY**

Reporting to the Director of Academic Support and Collaboration Services, this position works closely with library colleagues to carry out the mission of the Libraries by providing oversight of the Student and Community Engagement Services Unit, which works to engage first year students, first generation students, transfer students, and other non-traditional students within the TWU Libraries. Work involves assisting students with information needs, access to library technology needs, offering instruction, and offering outreach to first year students, transfer students, and other non-traditional students. Timely communication and adherence to deadlines is a critical part of this position. This is a supervisory position which is responsible for hiring, training, evaluating, and mentoring staff. The manager sets goals, priorities, initiates projects, implements standards, and develops workflow procedures. This position works under minimal supervision with latitude for the use of initiative and independent judgment. Performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies and Procedures and is based on the accomplishment of defined objectives and the effectiveness of the assigned library functions.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Director of Academic Support and Collaboration Services

*Supervises:* Design Specialist and Library Services Associate

### **ESSENTIAL DUTIES** - *May include, but not limited to the following:*

- Coordinates and overall management of the Student and Community Engagement Services Unit, which includes library web pages, scholarly communications, digital projects, systems, and other digital initiatives.
- Plans, develops, and implements policies and procedures for the efficient operation of the department and its services.

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- Initiates, develops, manages, and prioritizes projects in assigned areas to meet expected outcomes.
- Establishes job standards for subordinate staff and effectively mentor and evaluate staff under your charge.
- Hires, trains, and develops staff in the Student and Community Engagement Services Unit.
- Offers outreach and special programmatic opportunities to first year, first generation, transfer, and non-traditional students.
- Provides instruction to transfer students, first generation students, first time in college students, minority students, and others.
- Delivers professional reference services to library users both physically and virtually at the undergraduate, graduate, and post-graduate levels.
- Develops expertise with emerging technologies that can augment the Academic Support and Collaboration and Services Unit.
- Leads & participates in innovative library projects that enhance the first year, first generation, transfer, and non-traditional students learning environment.
- Develops informational materials and resources such as resource guides, tutorials, and assignments.
- Contributes to partnerships, program development and outreach activities.
- Develops and maintains LibGuides.
- Works in collaboration with other Library staff, University departments, local universities, and the larger community in developing new initiatives.
- Oversees accuracy, currency, and consistency of TWU Libraries web pages.
- Contributes to a collaborative and collegial work environment.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

**ADDITIONAL DUTIES**

- Demonstrates continuing growth and professional development through activities and service.
- Represents the TWU Libraries at orientations, faculty meetings, committee work, and other campus events.
- Markets the services of the TWU Libraries.
- Carries out unit-related special projects.
- Occasional travel required.
- Performs other duties as requested.

## **EDUCATION**

Master's degree in Library Science from an ALA accredited institution, or its equivalent.

## **EXPERIENCE**

Five years' library experience, involving progressively responsible professional experience. Requires a minimum of two years of management/supervisory responsibilities.

## **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

## **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Knowledge of research processes, pedagogical methods, and information retrieval.
- Knowledge of and experience working with transfer, first generation, and first year students.
- Knowledge of library operations, informational and curricular needs, and resources for research and instruction.
- Knowledge of the principles of scientific methods and their application in technology.
- Active listening skills and reference interview skills.
- Ability to perform detailed computer work.
- Ability to learn and use library related software systems.
- Ability to supervise and motivate others.
- Ability to coordinate work with other employees, providing direct instruction and supervision.
- Ability to use library resources effectively.
- Ability to organize work effectively, conceptualize, analyze, and prioritize projects and objectives and to exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to work in a rapidly changing environment.
- Ability to work collaboratively across departments.
- Ability to communicate and work effectively with others in writing, orally, by telephone or e-mail, and in person.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Excellent customer service skills.
- Ability to design, organize, and teach instruction sessions.
- Ability to analyze, evaluate, and interpret information.

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- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to work with a diverse population.
- Ability to use a personal computer and other office equipment, including university software and email.

***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

***SAFETY***

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

***Employee Signature:*** \_\_\_\_\_ ***Date:*** \_\_\_\_\_

***Printed Employee Name:*** \_\_\_\_\_

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***