

Position Description

TITLE: Community Outreach Specialist

CLASSIFICATION: Library Assistant III

PRINCIPAL DUTIES:

This support staff position is supervised and evaluated by the Director and may also take direction from the Assistant Director. Under indirect supervision, this position requires considerable contact with the public and builds and nurtures strategic partnerships with community organizations and government agencies, relationships and partnerships with community members and coordinates library services to specific target populations. Works directly with potential program presenters/performers to meet community needs. This position may also be required to perform other library and clerical duties including, but not limited to circulation and registration, assisting patrons in find specific materials, other forms of patron assistance, packing and unpacking materials, recording and verifying deliveries, processing mail, data entry and bibliographic maintenance. This employee will need to work closely with other staff and may attend continuing education opportunities to gain knowledge, skills and abilities to assist in carrying out the library's mission and adopted goals.

This position may be asked to serve as employee in-charge of the library in the absence of Coordinators, Librarians, Managers or Directors.

MINIMUM QUALIFICATIONS:

- 2 years of college undergraduate course work [or]
- 8 years of experience at the Wilmington Public Library of Clinton County [or]
- 12 years of experience in any library environment

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to represent the library to community groups
- Ability to independently exercise judgement within established guidelines
- Ability to work collaboratively with other community leaders
- Knowledge of trends in communications, marketing and public library services
- Ability coordinate partner program presenters/performers
- Ability to learn the general rules and regulations of library systems
- Ability to learn library circulation and processing procedures
- Ability to work with limited supervision
- Ability to follow written and verbal directions

- Ability to deal tactfully and courteously with the public; to establish and maintain effective working relationships with co-workers
- Ability to assist other staff in various phases of library work
- Ability to communicate effectively, both orally and in writing
- Ability to maintain composure in stressful work situations
- Experience with computers and other common office equipment
- Requires physical ability and strength to bend, reach, lift, and carry up to 40 lbs., and extensive use of a computer terminal
- Ability to work without direct supervision
- Ability to show initiative and the motivation to work independently

TYPICAL DUTIES:

- Circulation, reference and patron assistance
- Represents the library at community and group meetings
- Builds and maintains relationships and partnerships with community members, organizations, businesses, government officials and other entities
- Coordinates programs to work into library initiatives, objectives and community events
- Works directly with potential program presenters/performers to meet community needs
- Projects a positive and pleasant attitude to the public and cooperates and maintains an effective relationship with other staff members as part of a team
- Coordinates library services to specific target populations
- Builds and maintains a community contact list
- Works efficiently and accurately with library computers
- Serves patrons in a courteous and business-like manner
- Occasionally acts as in-charge employee in the absence of Coordinators, Librarians Managers or Directors
- Public relations duties as required
- Adheres to library policies and procedures
- Performs related work as required

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of skills and abilities required to do the job. Rather they are intended only to describe the general nature of the job. Other duties may be assigned at the discretion of the Director or other supervising employees.