

JOSEPHINE COMMUNITY LIBRARY DISTRICT

POSITION TITLE: Adult Services Coordinator

SUPERVISOR: Operations Manager

SUMMARY OF POSITION:

The Adult Services Coordinator supports information services at the Grants Pass branch and coordinates adult programs, displays, and information desk volunteers. Working with the Operations Manager and Department Heads the Adult Services Coordinator helps maintain a team-oriented culture that will attract, keep, inspire, and motivate quality staff and volunteers and secure the trust and confidence of the Library Director and the Board of Directors.

ESSENTIAL FUNCTIONS

Information services

- Support Grants Pass branch information desk volunteers and fill in scheduling gaps as needed.
- Facilitate volunteer training and procedure development for information desk volunteers. including public computer assistance, readers advisory service, and research assistance.
- Assist with maintenance of written materials to promote digital resources and adult services.
- Assist in troubleshooting public access computers and information desk technology.

Program coordination

- Coordinate adult programs and displays to promote library initiatives.
- Facilitate use of community meeting room at the Grants Pass branch.
- Coordinate registration and technical support for programs and meetings.
- Maintain statistics for displays, programs. and reference transactions.
- Maintain positive relationships with community partners supporting adult services and programs.
- Plan and implement computer workshops, demonstrations, and classes.

Public service

- Assist on Grants Pass branch public service desks to fill-in scheduling gaps and ensure consistent patron interaction and excellent customer service.
- Assist public services director with statistical reporting and analysis.
- Adhere to all policies and procedures.
- Assist in developing and updating operational procedures.

NON-ESSENTIAL FUNCTIONS:

- Other duties and tasks as required.

SCOPE OF AUTHORITY

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. Decisions are made with a supervisor's oversight and within organizational and governmental guidelines. Errors could result in delay of department services, poor public relations, or loss of volunteers.

SUPERVISORY RESPONSIBILITY

Position may train and assign tasks to volunteers.

CONTACTS/COMMUNICATION

Contacts are generally made with others both within and outside the organization. Communication takes place electronically, via the telephone, and face to face and may be on a one-to-one basis or to groups. Contacts are seldom about confidential or sensitive matters.

QUALIFICATIONS

The ideal candidate for this job is a well-organized and energetic self-starter who works efficiently with minimal supervision and has the ability to work with a variety of personalities. Experience with public libraries is a bonus.

- Proficiency with Microsoft Windows, Microsoft Office (Microsoft Word and Excel), e-mail and Internet

essentials and basic troubleshooting is required.

- Excellent written and oral communication skills. Bilingual Spanish-English a plus.
- Strong customer service skills.
- Ability to perform some basic calculations.
- Must be a team player, willing to respond quickly and flexibly to changing events and work assignments in a dynamic and challenging work environment.
- Ability to work effectively and diplomatically under pressure.

MINIMUM QUALIFICATIONS: Education, Training, and Experience: Bachelor's degree in related field with one year of professional experience; OR, Associate's degree and three years of professional experience; OR, any combination of education, training, and experience which demonstrates the candidate's ability to perform the duties and responsibilities as described. Experience with customer service is a must.

PHYSICAL DEMAND

- Ability to perform physical tasks including frequent standing, bending, stooping and lifting up to 25 lbs.
- Ability to use a computer, including keyboarding.

JOB CONDITIONS

Work takes place in a climate-controlled library generally during daytime hours with some evening and weekend work.

FLSA STATUS

Non-exempt status.

BACKGROUND CHECK and DRUG SCREENING:

Any job offer tendered is contingent upon satisfactory completion of a background check including driving record.