

Job Title: Children's Services Outreach Assistant

Direct Supervisor: Children's Services Manager

Job Classification: LG1

FLSA Status: Non-Exempt

Core Functions:

- Develop, plan, and implement story sessions and other informational/recreational programs for children in off-site locations throughout the Library service district (preschools, day care centers, etc.)
- Maintain community contacts (i.e., preschool teachers, school librarians)
- Effectively assist children and their caregivers in the use of Library materials and services both off-site and in the library building
- Proactively provide Reference and Reader's Advisory services to children and their caregivers
- Help and instruct patrons in the use of Library equipment and technology
- Monitor patron behavior on Library property and enforce Library policies
- Other related duties as assigned

Knowledge and Skills:

- Familiarity with and/or ability to learn Library methods, techniques, technology, and databases
- Knowledge of children's Library materials in broad subject areas
- Presentation skills and the ability to engage with both live and virtual audiences
- Ability to analyze community information and materials needs, and to make appropriate recommendations to management
- Ability to effectively multitask while providing a high level of customer service
- Ability to interact with a diverse public and staff effectively, using tact and good judgement
- Technology skills, including but not limited to Windows, Microsoft Office Suite, various web browsers, and social media
- Ability to follow directions and complete assignments in a timely fashion
- Ability to organize tasks and make responsible decisions, and to work with minimal supervision

Qualifications:

- Bachelor's Degree from an accredited college or university
- Experience working with the public and a proven record of providing excellent customer service
- Strong oral and written communications skills
- Computer experience, including but not limited to Microsoft Office Suite and various web browsers
- Awareness and appreciation of cultural diversity within the community
- Must have valid driver's license, a clean driving record, and personal vehicle to drive for Library purposes (mileage allowance provided)

General Requirements:

- Have and maintain good interpersonal and communication skills
- Maintain a tolerance and sensitivity to the needs of Library patrons and staff
- Maintain a positive attitude and work cooperatively with others
- Know and enforce Library policies and procedures
- Support the Library's mission within the Library and the community
- Be flexible with regards to scheduling
- Be in adequate physical condition to fulfill job requirements

UPDATED 6/30/23

REVISED 4/6/22

Date: 11/17/17