



## **JOB DESCRIPTION**

Position Title: Outreach Coordinator

Classification: Library II

Direct Supervisor: Programming/Outreach Manager

FLSA Status: Non-Exempt

## **REQUIREMENTS FOR ALL EMPLOYEES**

1. Outstanding customer service
2. Ability to follow library policies and procedures
3. Ability to work in team and individual tasks
4. Ability to communicate clearly
5. Ability to openly and respectfully engage with staff, patrons, supervisors, and others
6. Ability to work accurately in a changing and varied environment, and with frequent interruptions
7. Ability to maintain patron privacy and confidentiality of patron records
8. Ability to use various assigned technologies to complete work
9. Ability to lift, sort, shelve, and push library materials up to 40 lbs. on an occasional basis

## **POSITION SUMMARY**

The Outreach Coordinator, under the supervision of the Programming/Outreach Manager, provides services and programs to the public in various off-site settings.

## **REQUIREMENTS FOR THIS POSITION**

1. Associate's degree or equivalent experience.
2. Ability to learn and understand core library tenants, including understanding and upholding intellectual freedom; protecting patron confidentiality and privacy; supporting access to information and opposing censorship; supporting lifelong learning; and assessing and providing for the needs of diverse communities.
3. Strong interpersonal skills, including the ability to work collaboratively with a diverse set of partner agencies.
4. Experience with developing and implementing programs for all ages.
5. Demonstrated skills in planning, development and producing events and special projects; attention to detail when numerous diverse demands are involved; forward-thinking.

## **ESSENTIAL FUNCTIONS**

1. Greets and works with public and library staff, demonstrating a positive attitude and flexibility.
2. Responsible for functions of the library's Outreach Program, including scheduling visits, developing and fostering relationships with agencies and individuals, delivering services remotely, and innovating new services in collaboration with your supervisor, including occasional Saturdays.
3. Ability to deliver outreach services that are appropriate to the audience level, such as a story time for preschoolers and a book club for seniors.
4. Staff the desk at various hours, including occasional Saturdays.
5. Educates customers about library programs and technology.
6. Assists with hosting programming.
7. Sort and shelve library materials as well as regular shelf reading.
8. Keep reports and records as requested by your supervisor.
9. Address any safety issues as well as help maintain the positive appearance of the library.
10. Keep supervisor informed of noteworthy positive and negative occurrences.
11. Knowledge of library policy and ability to enforce it fairly and equally with staff and patrons.
12. Available evenings to cover occasional outreach events.
13. Practices excellent customer service when assisting with complaints or problematic issues.
14. Other duties and projects as assigned.