



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Adult Engagement Specialist II
Reports To: Engagement Manager
Division: Public Services

Position Code.: 1016(FT)/1017(P)-17
Classification: Non-exempt
Date: 08/2020

JOB SUMMARY:

Under the direction of the Engagement Manager, the Adult Engagement Specialist II works with staff to support the Library's strategic goals and initiatives by assisting members and providing relevant and timely programs and services for adults, both inside and outside the library.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- Uses broad and comprehensive knowledge of current library theories and practices to assist members, obtain information and make effective use of library resources and services.
- Collaborates with Engagement staff to plan, schedule, implement and evaluate local programs and special events for adults; participates in the planning and distribution of promotional materials for related programs.
- Develops library displays and merchandises materials to showcase programs and special events.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the Internet to answer questions and to perform bibliographic searches.
- Promotes the use of Library materials, services and programs to members, and the community as a whole.
- Engages with the community and target audience by implementing outreach; including processing new library accounts and replacing library cards at Engagement events.
- Provides technology assistance and computer training to members; assists members with self-service equipment and technology.
- Provides information about library programs, services, other departments, policies, and procedures.
- May assist in creating/editing/curating web content, including the gathering of, entry, maintenance and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library members' records and the code of professional ethics.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

INTERACTION:

- Interaction with all levels of staff and the general public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Vehicle (personal or department)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor of Arts or Bachelor of Science from an accredited college or university; and
- One year of experience working with target audience.

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Enthusiasm for public service and the ability to work well with a diverse audience.
- Experience building sustainable community relationships.
- High level of comfort with program planning, implementation and evaluation.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Current trends in library services for adults.
- Computer services, including online searching, social media, reference resources, and databases.
- Policies and procedures of the library and applicable state, federal and local laws, rules and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly and effectively both verbally and in writing to a diverse staff in different formats.
- Using a computer to accurately and rapidly search, enter and retrieve information.
- Using exceptional interpersonal skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative and independent judgment.
- Utilizing effective and creative problem-solving skills.
- Preparing clear and concise reports, correspondence and other written materials.
- Demonstrating a flexible and collaborative work style.
- Using critical thinking, logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- While performing the essential functions of this job the employee is frequently required to sit, stand, walk, rove, use hands to finger, reach with hands and arms, handle or feel, speak and hear, and push/pull up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Schedule will include evenings and weekends.
- **This position is eligible for emergency telework.**

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as

necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.