



WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Adult Programming & Outreach Specialist
Department/Location:	Waupaca Public Library
Reports To:	Adult Services Librarian
Leadership Role:	Works with volunteers and library employees as needed
Interrelationships:	This employee has frequent contact with library patrons, volunteers, staff, other City Departments, and community partners

Position Summary:

The Adult Programming and Outreach Specialist is responsible for planning, facilitating and evaluating programs held for adults at the library and in the community. This position is full time, 40 hours per week, hourly, with benefits. Flexible work schedule includes some nights and weekends with 20% of time spent at a service desk.

Qualifications:

- Coursework or degree in Library and Information Science and/or significant experience in marketing, program facilitation, event planning or relevant job experience preferred.
- Experience: 2-4 years of library systems experience with knowledge of the library operations and computer skills preferred.
- A valid Wisconsin drivers license is required for any outreach services.

Duties:

- Acts as Team Leader for Adult Program Committee
- Directs staff and volunteers at library programs
- Acts as outreach coordinator for Adult Department
- Manages the adult program budget
- Develops community relationships that increase and diversify adult programming
- Plans, facilitates and coordinates engaging adult programs in-house, off-site, passive, collaborative, and virtual
- Develops novel ways to curate and share program information with the public
- Work with the Marketing Committee to promote library services
- Assess, evaluate and collect data to determine community impact and needs
- Keeps pace with emerging trends
- Supports and promotes the library at community events
- Makes recommendations and highlights library collections
- Works as part of the library service desk team
- Performs additional duties as assigned

Job Expectations:**Teamwork**

- Builds positive relationships with teammates
- Creatively strives to improve performance
- Speaks respectfully and courteously to patrons and teammates
- Asks supervisor when there is a question or concern about library policy or job tasks
- Demonstrates a willingness to learn from teammates and takes direction

Customer Service

- Is fully present and gives customer their full attention
- Demonstrates a commitment to offer the best customer service
- Is able to respond helpfully in situations where patrons may be impatient or exhibit frustration
- Demonstrates a positive public image to patrons and teammates

Personal Attributes Required:

- Must have a genuine enthusiasm for adult programming and a passion for continuing education
- Must be comfortable hosting programs including giving announcements, room setup, and technology use in public presentations
- Must have strong communication skills in all forms
- Must have strong time management and organizational skills
- Must be self-motivated, innovative, brave, and resilient in the face of change
- Must be flexible, responsive to change and have a willingness to take a leadership role when necessary

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.
7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.