

Berthoud Community Library District

Job Description

TITLE: Technology and Marketing Specialist

HOURS: part-time

REPORTS TO: Library CEO

FLSA STATUS: non-exempt

DATE: 11/01/2018

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Practice excellent customer service while performing all duties.
- Determine visitor's information needs and provide the information or assistance required to satisfy those needs.
- Assist visitors in the use of computers, library equipment, online research tools, and the online catalog. This may take the form of trouble-shooting, one-on-one coaching, or teaching classes.
- Work with computer technicians to solve staff or public computer problems.
- Maintain the library website and social networking sites under supervision of the CEO.
- Work with other staff members to create and distribute marketing materials.
- Handle front desk duties such as checking out and renewing materials, checking in materials, collecting fees, issuing/renewing library cards, and maintaining daily statistics.
- Open and close building as needed.
- Observe visitor behavior and activities and communicate with visitors to enforce library policies.
- Provide regular and predictable attendance in the workplace during specified hours.

SECONDARY DUTIES AND RESPONSIBILITIES

- Performs other assignments and projects as required.
- Attends conferences, meetings, and workshops to keep current with industry.

STANDARDS OF PERFORMANCE

- Be customer-service-oriented with excellent communication skills
- Enjoy working in a team environment
- Ability to accept and manage change and maintain flexibility
- Ability to exercise initiative and work independently
- Understand the need to act with discretion and protect library visitor privacy
- Ability to establish and maintain effective working relations with associates and the general public

QUALIFICATIONS

Education & Formal Training

High School diploma or GED and 1 year public service experience in a public library. Associate's Degree is preferred.

Required Knowledge, Skills, and Abilities

- Able to troubleshoot problems on staff and public computers and work with computer technicians to solve problems.
- Ability to remain proficient with the rapidly changing technology in the library field.
- Ability to update and maintain the library's website.
- Correct operation of library equipment such as bar code readers, computers, cash register, and copy machine.
- Ability to use a personal computer to access the internet, use online databases, perform word processing, and use basic office software such as Word and Excel.
- Understand fundamental purposes, typical content, and routine procedures of public libraries.
- Knowledge of current office methods, practices, and procedures.
- Ability to count money accurately.
- Comfortable working in an environment that requires performing multiple concurrent tasks.
- Establish and maintain effective working relationships with peers, superiors, and library visitors.
- Use professional judgement and possess strong interpersonal skills in dealing with the public and the ability to interact successfully with all age groups; ability to communicate effectively and to deal effectively with visitors who may be difficult, angry, or disagreeable.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES

- Requires constant hearing conversations and computer alert sounds; sufficient visual acuity to see people, computer screens, work products, and objects in order to perform the essential duties and responsibilities of the position; frequent lifting and carrying of books and other items weighing 1-30 pounds; frequent pushing of book carts weighing 50-70 pounds; occasional balancing on stools; frequent kneeling, stooping, and crouching to retrieve books; ordinary talking and public speaking.
- Working environment includes occasional exposure to dust, poor building ventilation, and mechanical and electrical hazards from computers and other library equipment.
- Approximately 30% of this work is performed standing; approximately 30% of this work is performed walking; and approximately 40% of this work is performed sitting. This includes retrieving books and other materials for visitors, assisting visitors at computers, and walking and standing to perform these tasks.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, veteran status, disability, or national origin.

Please Note: *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities, or qualifications may change at any time with or without notice.*