

COMMUNITY ENGAGEMENT ASSOCIATE

DEPARTMENT: Community Engagement

DATE: May 1, 2015

REPORTS TO: Head of Community Engagement

CLASSIFICATION: Non-Exempt

Objective: Serve Addison's diverse population by providing front-line customer service, engaging visitors, and creating innovative programming.

Duties:

1. Provide welcoming, hospitable, and dynamic customer service to all members of the public, including reader's advisory, basic technology assistance, homework help, and social service referrals.
2. Create connections for patrons by consulting with and referring to the appropriate staff or department(s) to meet patron needs.
3. Implement PBIS and assist in serving teen patrons.
4. Design and implement multigenerational programs, including programs for families or simultaneous child-adult programs.
5. Assist with advertising and community outreach, both within the library and outside its doors at schools and around Addison.
6. Maintain awareness of publishing trends and current events.
7. Create new ways to reach out to and serve the community.
8. Serve as PIC as assigned.
9. Perform other duties as assigned.

Knowledge, Skills, and Abilities:

1. Friendly demeanor and compassionate personality.
2. Ability to work and communicate effectively with public and staff.
3. Ability and desire to work with diverse groups of people.
4. Ability to solve problems creatively.

5. Ability to use computer keyboard, telephone, and other office equipment.
6. Ability to maintain composure in difficult situations.
7. Ability to work independently in the absence of supervision and follow through tasks to completion.
8. Ability to reach, bend, and lift to shelve and retrieve library material.
9. Ability to move freely throughout the building.
10. Ability to stand for extended periods of time.
11. Bilingualism (English/Spanish or English/Polish) preferred.

Minimum Qualifications:

Education: Bachelor's degree preferred.

Experience: Two years customer service experience required.

Directly related experience and/or enrollment in higher education may be considered in lieu of degree requirement

Evening and weekend work required.

Access to transportation required.