



# JOB DESCRIPTION

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DATE

**TITLE:** Adult Services Specialist

FLSA Status: Non-Exempt

Position Reports to: Adult & Tech Services Manager

**SUMMARY:** Provides customer service in Adult Services including tech support for patrons with mobile devices, computers, eReaders and software; reference, readers' advisory, programming and teaching a variety of classes.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides dynamic customer experiences.
- Follows Wyoming State Statute 16-4-203 D and maintains patron privacy and confidentiality.
- Interprets, communicates, and implements library policies and procedures to patrons.
- Interacts with diverse patron base. Uses informed judgment to make decisions in providing customer service.
- Actively monitors for unsafe conditions and/or disruptive patrons. Uses informed judgment and training to handle and document incidents that arise.
- Provides guidance and patron assistance on Library's Electronic Public Access Catalog (PAC).
- Responds to inquiries and assists patrons in locating books and other library items.
- Conducts research and provides readers' advisory services to individuals.
- Responds to patron reference inquiries received in person, through the mail, telephone, and email.
- Uses problem-solving and people skills to provide swift resolutions to issues with mobile devices, computers, printers, apps, e-readers, software, and all other associated components; quickly diagnose issues on-the-spot, explaining situations with patience and empathy.
- Provide guidance and patron assistance on Library's electronic resources including online databases and downloadable media.
- Provides guidance and patron assistance on library equipment including: public use computers, printers, copiers, fax machine and makerspace equipment.
- Provides technology training to patrons in classroom and one-on-one settings; prepare and design class handouts.
- Plans, directs, and/or assists in both on-site and off-site library programming and special events.
- Sorts, shelves, and assists with maintaining library materials.
- Assembles and arranges displays of books and other library materials
- Performs duties as a Certified Passport Acceptance Agent and maintains annual certification.
- Performs Notary Public services.
- Performs other duties as assigned or required.

## **Supervisory Responsibilities**

This position has no supervisory responsibilities.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

*Analytical* - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

*Continuous Learning* - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others. Stays current with the latest technology trends affecting public library service and patron use of NCPL technologies.

*Job Knowledge* - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively. Knowledge of principles and practices of library science; public library operations, policies, and procedures as well as reference principles, processes, and procedures

*Use of Technology* - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

*Problem Solving* - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

*Project Management* - Coordinates projects; communicates changes and progress; completes projects on time and budget.

*Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments. Promotes customer focus; monitors customer satisfaction; develops new approaches to meeting customer needs. Builds rapport and establishes trust; asks questions to discover patron business needs.

*Communications* - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

*Cooperation* - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

*Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates

group presentation skills; participates in meetings.

*Teamwork* - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

*Written Communication* - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

*Quality Work* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

*Business/Organization Acumen* - Understands business/organization implications of decisions; aligns work with strategic goals.

*Conflict Resolution* - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

*Cost Consciousness* - Works within approved budget.

*Ethics* - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

*Organizational Support* - Follows policies and procedures; supports organization's goals and values.

*Strategic Thinking* - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; adapts strategy to changing conditions.

*Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

*Personal Appearance* - Dresses appropriately for position; keeps self well groomed.

*Attendance/Punctuality* - Is consistently at work and on time and arrives at meetings and appointments on time.

*Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

*Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

*Innovation* - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative

approaches and ideas; presents ideas and information in a manner that gets others' attention.

*Judgment* - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

*Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

*Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

*Quantity* - Completes work in timely manner; works quickly when appropriate.

*Safety and Security* - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, patrons, and the general public.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand and walk. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions. The noise level in the work environment is usually moderate, but may occasionally be loud. This position requires scheduling flexibility to include day, evening and weekend shifts.

### **Technology & Equipment Skills**

To perform this job successfully, an individual should have knowledge of Workflows Database software; Windows, Microsoft Office, iOS, Android, troubleshooting and effective Internet searching.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- The desire to meet the public and serve patrons of all ages
- Robust computer and technology skills
- Familiarity with makerspaces
- Inspired to provide exceptional customer service
- Artistic proficiency and creative mindset
- Ability to work independently with little supervision
- Skill in planning and presenting appropriate programs for adults
- Ability to establish and maintain effective working relationships at all levels
- Strong oral and written communication skills
- High level of energy and self-motivation to create new services and programs
- Willingness to maintain a flexible schedule, including evenings and weekends to implement programming
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Bachelor's Degree and one year public library experience; OR an equivalent combination of education and experience.

### **Required Licenses or Certifications**

Must possess a valid Wyoming Driver's License.

**Pre-employment Drug/Alcohol test and Background check required.**