



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Engagement Specialist I
Reports To: Library Manager or Engagement Manager
Division: Guest Services

Position Code: 1152(PT)-108
Classification: Non-exempt
Date: 03/2024

JOB SUMMARY:

Under direct supervision, works with staff to support the library's strategic goals and initiatives by assisting customers. Provides technology assistance and education and helps colleagues provide relevant and timely programs and services, both inside and outside the library.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service, including answering questions and helping customers locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, and policies and procedures to resolve difficult situations with customers.
- 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.
- Assists customers by providing information about library programs, services, other departments, and policies and procedures.
- Provides technology assistance and computer training to customers and assists customers with self-service equipment and technology.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the internet to answer questions and to perform bibliographic searches.
- Assists with the planning and delivery of local programs and services.
- Assists with library displays and merchandises materials to showcase programs and special events.
- Make effective use of library resources and services to assist customers.
- Promotes the use of library materials, services, and programs to customers, and the community.
- Assists engagement staff with planning and carrying out outreach, including processing new library accounts and replacing library cards at engagement events.
- May assist in creating/editing/curating content for the web in the form of blog posts, bibliographies, etc.
- Participates in staff meetings, engages in committee/teamwork, 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 customers' records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Occasional travel to other library locations.

INTERACTION:

- Interaction with all levels of staff and the public.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School diploma or GED required; and
- Minimum of six (6) months of customer service experience.

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Enthusiasm for public service and the ability to work well with a diverse audience.
- Working knowledge of computer hardware, software, the internet, and peripheral equipment.

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Current trends in library services.
- Computer services, including online searching, social media, reference resources, and databases.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Communicating ideas and thoughts clearly, succinctly, and effectively, both verbally and in writing.
- Using exceptional Interpersonal skills with internal and external customers to give and extricate information in a courteous and friendly manner.
- Operating and troubleshooting a variety of technical computer equipment and peripherals.
- Using a computer to accurately and rapidly search, enter, and retrieve data.
- Using tact, discretion, initiative, and independent judgement.
- Using critical thinking, logic, and reasoning.
- Utilizing effective and creative problem-solving skills.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- Ability to manage time effectively.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, handle or feel, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to stoop, kneel, reach with hands and arms, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

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.