



| JOB TITLE | | DEPARTMENT | JOB LEVEL |
|--|-------------------------------|--------------------------|-----------|
| Hispanic Services Program and Outreach Assistant | | Hispanic Services (CSPD) | JL3 |
| CLASSIFICATION | REPORTS TO | SUPERVISES | |
| Part-time Non-Exempt | Director of Hispanic Services | n/a | |

POSITION SUMMARY

Under general direction of the Director of Hispanic Services, provides a wide range of clerical support for the development, implementation and delivery of Hispanic programming and services for the population of the library district.

ESSENTIAL RESPONSIBILITIES

Assists with services, programming and outreach targeted to Hispanic audiences

- Assists the Hispanic Services team members with a variety of clerical tasks
- Helps develop and maintain tools to coordinate in person and virtual programming and publicity in and out of the Library
- Assists with communication tools and initiatives as needed in English and Spanish including video recording
- Participates in the coordination and facilitation of in-person and virtual programs and special events in and out of the Library
- Assists in delivering information on Library services and programs in writing and orally
- Assists with customer communications and volunteer coordination
- Assists in the interpretation and translation of Spanish/English information
- May assist with bilingual surveys and focus groups

Collaborates with staff in and out of CSPD Division

- Attends Hispanic Services Committee and CSPD meetings as required
- Attends staff training workshops, webinars and meetings as assigned
- Interacts with Graphic Design and Public Relations teams in the preparation of English and Spanish publicity for programs, outreach, and services
- Collaborates and works well with other staff, volunteers, and community partners
- Other library related duties as assigned *

KNOWLEDGE / SKILLS / ABILITIES

- Proficiency in written and oral communication skills in both English and Spanish
- Proficiency with Microsoft Office and Google applications
- Ability to become proficient with Library technology including program reservations platform, online catalog, social media tools and website
- Able to work independently and collaboratively with others

- Able to prioritize and manage time efficiently and effectively
- Ability to become knowledgeable about library services, materials, and policies
- Ability to take direction from various levels of staff within the library
- Adapts well to changes in existing practices, library routines, workflows, and suggestions for improvement
- Must be comfortable with public interactions which may take place inside and outside of the Library
- Must be able to relate easily to individuals of diverse backgrounds and be respectful of cultural differences
- Ability to project a welcoming, friendly manner in interactions with community partners and customers
- Drives to/from locations within library district boundaries using library vehicle whenever possible

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent
- General office experience

TOOLS/EQUIPMENT

- Ability to become proficient with the library's equipment including copiers, scanners, and fax machines
- Ability to use proficiently technology equipment including devices, cameras, and projectors
- Ability to drive a vehicle and hold a valid driver's license

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations
- Visual ability to see computer screen and handwritten and printed text in a wide variety of formats and fonts
- Must be able to manipulate computer keyboards
- Must be able to move and lift objects weighing up to 40 pounds
- Must be able to drive a car and hold a valid driver's license
- Must be able to walk distances of more than 100 feet within and outside the library building
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to bend and stoop
- Must be able to move or carry chairs, tables, and other minor furniture
- Must be able to lift, move and rearrange shelves
- Must be able to sit or stand for extended periods during the work period
- Must be able to work with and direct large crowds
- Must be able to work in environments with families and young children
- Must be able to work a flexible and variable schedule, which may include daytime, evening, and weekend hours, and meet general attendance requirements

NOTE: The scope of the job may change as necessitated by the library's operational demands.