



| JOB TITLE | DEPARTMENT | JOB LEVEL | CLASSIFICATION |
|-------------------------------|-------------------|-----------|-------------------------|
| Program Assistant | Hispanic Services | 3 | Full-time Non-exempt |
| REPORTS TO | SUPERVISES | | REVISED |
| Director of Hispanic Services | N/A | | 3/15/23 |

POSITION SUMMARY

Provides a wide range of support for bilingual and Spanish language programs and services both inside and outside of the library.

REQUIREMENTS FOR ALL EMPLOYEES

- Ability to work effectively with staff, customers, and others, respecting confidentiality when necessary.
- Ability to communicate clearly and respectfully and use various technologies to complete work.
- Ability to understand and demonstrate our Culture, Mission, Vision, and Values.
- Updates job knowledge by participating in educational opportunities, attending scheduled meetings, and training sessions.
- Readily and effectively adjusts to changing ideas, routines, and work activities.
- Follows established safety rules and works in a safe manner.

ESSENTIAL FUNCTIONS

- Supports the day-to-day activities of the Hispanic Services Department.
- Inputs programs, outside groups, and department activities into scheduling software.
- Follows clerical processes for program agreements, marketing requests, participant communication, etc.
- Ensures room set-ups and equipment are ready, as reserved, for programs and outside groups.
- Assists at library events, on and off site.
- Orders program materials and supplies.
- Runs technology for hybrid/in-person/virtual programs as needed.
- Translates Spanish/English information as needed.
- Other library duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Bilingual English/Spanish required.
- Must be dependable and punctual.
- Must be detail-oriented with good organizational skills to meet deadlines.
- Pleasant and courteous manner in working with staff and public.
- Must be comfortable with public interactions.

- Ability to prioritize and multi-task.
- Must be tactful and respect confidentiality.
- Must be proficient with Microsoft Office (Word, Excel, Teams, etc.)
- Ability to record using an iPad, or other videography equipment.
- Ability to learn various software platforms.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- General office experience.
- Customer service experience.
- Valid driver's license, proof of insurance, and good driving record.

TOOLS/EQUIPMENT

Use of the following equipment: book cart, calculator, computer with mouse, copy machine, photocopiers, printer, telephone, iPad, videorecording equipment, Keurig.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to communicate and respond to others, both in person and through telephone conversations
- Must have the ability to read computer screens, computer keyboards, barcodes, call numbers, and labels.
- Must be able to operate a computer and keyboard, laptop, printer, calculator, and other office equipment.
- Must be able to type with accuracy and attention to detail.
- Must be able to move/transport items weighing up to 40 pounds.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to traverse distances of more than 300 feet on and off-site.
- Must be able to push a cart weighing more than 75 pounds.
- Must be able to bend, stoop and reach.
- Ability to drive a vehicle.
- Must be able to work scheduled hours, which may include occasional weekends, and meet general attendance requirements.

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