



METROPOLITAN LIBRARY SYSTEM Job Description

Job Title: Engagement Specialist II	Position Code: 1153(FT)/1154(PT)-110
Reports To: Library Manager or Engagement Manager	Classification: Non-exempt
Division: Guest Services	Date: 03/2024

JOB SUMMARY:

Under direct supervision, works with staff to support the Library's strategic goals and initiatives by assisting customers and providing relevant and timely programs and services, both inside and outside the library.

ESSENTIAL JOB FUNCTIONS:

- 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.
- Uses broad and comprehensive knowledge of current library theories and practices to assist customers, obtain information and make effective use of library resources and services.
- Collaborates with engagement staff to plan, schedule, implement and evaluate local programs and special events; participates in the planning and distribution of promotional materials for related programs.
- Develops library displays and merchandises materials to showcase programs and special events.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the internet to answer questions and to perform bibliographic searches.
- Promotes the use of library materials, services and programs to customers, and the community.
- Engages with the community by implementing outreach, including processing new library accounts and replacing library cards at engagement events.
- Provides technology assistance and computer training to customers; assists customers with self-service equipment and technology.
- Provides information about library programs, services, other departments, and policies and procedures.
- May assist in creating/editing/curating web content, including the gathering of, entry, maintenance, and design of information.
- 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
- Occasional travel within the state or nationally for appropriate professional development and networking.

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:

- Bachelor of Arts or Bachelor of Science from an accredited college or university; and
- One year of customer service experience.

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Enthusiasm for public service and the ability to work well with a diverse audience.
- Experience building sustainable community relationships.
- High level of comfort with program planning, implementation, and evaluation.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Current trends in library services.
- Computer services, including online searching, social media, reference resources, and databases.
- Policies and procedures of the library and applicable state, federal and local laws, rules, and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing to a diverse audience in different formats.
- Using a computer to accurately and rapidly search, enter, and retrieve information.
- Using exceptional interpersonal skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative, and independent judgment.
- Utilizing effective and creative problem-solving skills.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.
- Using critical thinking, logic, and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Mental and Physical Abilities:

- Ability to effectively listen and problem solve.
- Ability to manage time effectively.
- Ability to work independently.
- Ability to analyze, interpret and integrate data from various sources and to plan, develop, and implement strategies.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations.
- 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.