



Position Title: Outreach Assistant
Reports To: Head of Outreach
Supervises: None

Department: Outreach
Status: Non Exempt
Date: August 24, 2021

Summary of Function:

Under general direction, provides a variety of tasks related to the operation of the Outreach Department, with primary focus on assisting patrons in using library services and facilities, performing a variety of circulation and clerical procedures, and providing high quality customer service.

Job Functions:

- Assists with crafts, story times, and programs.
- Assists with summer reading and other outreach programs.
- Participates and collaborates in community outreach events.
- Provides circulation assistance to the department.
- Participates and collaborates with MRLD staff on projects and committees.
- Participates in activities such as staff meetings, committee work and trainings.
- Performs all other duties as assigned.

Qualifications:

- High school diploma is required. Experience working with the public is preferred. Will consider equivalent combination of education and experience.
- Valid Colorado Driver's License and the ability to safely operate library delivery vehicles is required. The vehicles include a 19-foot Sprinter van and a 32-foot Bookmobile.
- A general understanding of public library service is preferred.
- Knowledge of online library catalogs is preferred.
- Knowledge of Microsoft Windows and Office applications, and related technologies, is required.
- Ability to type and to do data entry on a computer.
- Ability to communicate effectively, both orally and in writing. Bilingual Spanish/English skills preferred.
- Able to build strong working relationships, internal & external to the organization.
- High level of interpersonal skills and integrity.
- High level of customer service skills.
- Able to apply common sense understanding to carry out instructions furnished in written or oral form.
- A flexible team player with the ability to work successfully in a changing environment.
- Ability to perform all duties and responsibilities in a timely and effective manner in accordance with policies, programs, and guidelines to achieve the overall objectives of the position.
- Passionate about the mission of public libraries. Comfortable with the principles of intellectual freedom.

Working Environment:

Performs job in a library setting and in library delivery vehicle(s) with some demanding situations. Working environment includes time spent outside in all kinds of weather and in other community facilities. Job involves working a varied schedule, including evenings and weekends, which may change periodically. Encounters situations that involve behavioral issues. Position involves frequent interruptions with maximum flexibility required. Occasional travel may be required.

Physical Activities:

Ability to lift books and other materials up to 50 pounds and move heavy book carts. Ability to load and unload books and book carts from the library's delivery vehicle. Some bending and stooping required. Specific vision abilities required by this job include close vision and the ability to adjust focus.