



## POSITION DESCRIPTION

**Title:** Program Specialist  
**FLSA:** Part-time, Non-Exempt  
**Grade:** Grade III  
**Department:** Administrative Services  
**Reports To:** Library Director

### JOB SUMMARY

Under the general direction of the Public Relations and Marketing Coordinator in harmony with the policies of the Library, and in conjunction with the activities of other service areas, the Program Specialist will coordinate operations involving the program and community engagement activities of the Morrisson-Reeves Library. The Program Specialist is responsible for researching, planning, and facilitating programs, in conjunction and collaboration with Information Services, Public Services and Youth Services. The Program Specialist is tasked with developing a library program and special event schedule that is responsive to the needs of the community and in support of the goals and objectives of the Morrisson-Reeves Library.

### ESSENTIAL FUNCTIONS

- Initiate, plan, and conduct a variety of programs and activities, special events, and community outreach events; actively seek program presenters and coordinate program related details.
- Coordinate high-profile events, and develop new signature programs
- Maintain ongoing programs that support library initiatives and objectives, while introducing new programs and special events that respond to customer and community needs
- Coordinate program plans across all service areas to ensure library standards for high-quality programs are implemented consistently and evaluated appropriately.
- Attend scheduled programs and assist with set-up and clean-up of program or event space, assist presenters, and ensure that presenters and customers have a pleasant experience
- Oversee programming workflow and implement change in conjunction with other service area managers
- Prepare community analysis and conduct surveys regarding current and future programming needs
- Collect and maintain program and survey statistics and compile monthly reports.
- Manages the programming budget.

### OTHER DUTIES

- Maintain awareness and knowledge of library services and collection.
- Maintain knowledge of programming trends by following professional literature
- Represent MRL at local fairs and festivals
- Provide tours of library facilities and speak to community groups as requested
- Attend professional library conferences, seminars, and committee meetings
- Attend and participate in various project, team and staff meetings
- All other occasional work, projects or duties as assigned which uphold the mission and vision of the library.

### KNOWLEDGE, SKILLS AND ABILITIES

#### Customer Service:

- provide prompt, attentive, and friendly customer service in-person and by phone
- maintain personal accountability and ownership for providing excellent customer service
- seek and respond to feedback from customers to improve service
- follow up and meet commitments
- show willingness to go out of your way to help customers

**Teamwork:**

- cooperate and work together with all co-workers
- plan and complete job duties with minimal supervisory direction, including appropriate judgment
- collaborate with and support co-workers by helping out where needed
- create and maintain positive relationships with co-workers
- ask for and listen to co-workers feedback and incorporate feedback into revised processes
- complete work on time and with proper quality
- support cross-training and share learning with others

**Communication and Media:**

- communicate ideas and thoughts clearly, accurately, and respectfully, listen to others and seek to understand others' perspectives
- communicate effectively in both oral and written form with customers and staff and have excellent public speaking abilities
- has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including but not limited to email, internet, and social media sites

**Adaptability:**

- willingness to take on new challenges and responsibilities
- open to change and variety within the workplace
- work hard to implement successful change in areas of responsibility
- recommend and implement changes to improve processes and customer service

**Image:**

- portray a positive image of the library
- is a strong public ambassador; promote library programs and services during customer interactions
- high degree of resourcefulness, tact, patience and demonstrated good judgement

**Planning and Organizing:**

- identify the sequence of tasks and the resources needed to achieve a goal, and prioritize key action steps
- see potential challenges and opportunities, and adjust plans based on team input
- create and follow realistic schedules for projects
- evaluate proposed actions and timelines against organizational mission and values
- anticipate and prepare for upcoming events, ensuring adequate resources are available
- put things in sequential and/or logical order in preparation for accomplishing a goal

**Technical:**

- have a working knowledge of Microsoft Office products, Microsoft Windows, and Internet navigation
- learn and adapt to new and changing technologies

**WORK ENVIRONMENT AND ESSENTIAL PHYSICAL ABILITIES**

The *physical demands and work environment* of this position are typical of an interior/office work environment with limited physical effort required and no or very limited exposure to physical risk.

**Essential physical abilities include:**

- Sufficient *clarity of speech and hearing* or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
- Sufficient *vision or other powers of observations*, with or without reasonable accommodation, which permits close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- Sufficient *manual dexterity* with or without reasonable accommodation, which permits the employee to operate a personal computer and related office equipment.

- Sufficient ***personal mobility and physical reflexes***, with or without reasonable accommodation, which permits the employee to function in the context of the Program Specialist position to include but not be limited to: lifting, moving, stooping, bending, reaching, pushing, pulling, lifting and carrying up to 30 pounds; prolonged standing and/or sitting; and the capability to travel independently. May be subject to repetitive motion.
- ***Environmental conditions*** include those risks normally associated with the context of an office environment and exposure to weather conditions when/if traveling on business and/or attending outdoor community events. The office noise level is usually minimal.

## **EDUCATION AND EXPERIENCE**

- Some postsecondary education required. Associates Degree or two years postsecondary coursework preferred
- Program and event planning experience is required
- Proven track record of community engagement activities a plus
- Public library experience desired
- Computer usage experience including Microsoft Office, email, and the Internet is required.

The position description does not constitute an employment contract or agreement between the employer and employee. It covers the most significant duties to be performed, however it is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that may be required. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.