



## **POSITION DESCRIPTION**

Title: Program Specialist  
FLSA: Part-time, Non-Exempt  
Grade: Grade III  
Department: Administrative Services  
Reports To: Engagement Manager

## **JOB SUMMARY**

Under the general direction of the Engagement Manager, 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 coordinate large events and develop new signature programs.
- Serve as leader of programming committee (internal).
- Coordinate quarterly programming guide identifying a variety of programs and activities, special events, and community outreach events; actively seek program presenters and coordinate program related details.
- Develop, write and submit grant proposals to federal, state and private funding agencies.
- Maintain ongoing programs that support strategic Library initiatives and objectives, while introducing new programs and special events that respond to patron and community needs.
- Coordinate program plans across all service areas to ensure Library standards for high-quality programs are implemented consistently and evaluated appropriately.
- Teach or lead Library team members in presenting or leading groups.
- Attend scheduled programs and assist with set-up and clean-up of program or event space, assist presenters, and promote a positive experience for presenters and patrons / attendees.
- 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 collections.

- Maintain knowledge of programming trends.
- Attend professional Library conferences, seminars, and committee meetings.
- Attend and participate in various project and team meetings.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Customer Service:**

- Provide prompt, attentive, and friendly customer in all forms of communication and interaction.
- Seek and respond to feedback from customers to improve service.
- Act responsively, initiate follow up and meet commitments.

### **Teamwork:**

- 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.
- Participate in cross-training.

### **Communication and Media:**

- Communicate ideas and thoughts clearly, accurately, and respectfully, and listen to understand the perspective of others.
- Communicate effectively in both oral and written form with customers and team members and maintain excellent public speaking skills.
- Demonstrate 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 with openness to change.
- Recommend, promote and implement changes to improve programming.

### **Image:**

- Portray a positive image of the Library as a strong public ambassador; promote Library programs and services during customer interactions with a high degree of resourcefulness, tact, patience and demonstrate good judgment.

### **Planning and Organizing:**

- Identify the sequence of tasks and the resources needed to achieve a goal, and prioritize key action steps.
- Identify potential challenges and opportunities, and adjust plans based on team input.
- Anticipate and prepare for upcoming events, ensuring adequate resources are available.

**Technical:**

- Working knowledge of Microsoft Office products, Microsoft Windows, and Internet navigation and GOOGLE Workspace.

**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**

- Experience in programming, event planning, and project management.
- Experience in community engagement / activities.
- Experience working in libraries or educational settings is preferred but not required.
- Significant computer and technology experience required.
- Possession of a valid driver’s license with a satisfactory driving record.

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.

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Employee

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Date

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Human Resources Manager

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Date