

 **City of Pendleton**

 **Job Description**

 **Library Assistant 2**

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| --- | --- |
| **Department**: Library | **FLSA**: Non-Exempt |
| **Reports to**: Library Director  | **Representation**: SEIU |
| **Pay Range**: Range 12, SEIU Salary Scale  | **Date**:  4/27/20 |

**GENERAL POSITION SUMMARY:** *Briefly describe why this position exists.*

Performs paraprofessional library procedures ranging from routine to complex within an assigned library service division. Provides customer service as scheduled according to library standards; does related work as required. Works effectively as part of the library service team.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *List those tasks that must be done to accomplish the job purpose. In order of importance or time spent on the task, please describe the various duties of the job which are critical to the successful performance of the job* ***or*** *occupy more than 5% of the time. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Think in terms of WHAT needs done, not HOW it is done. Avoid describing procedures. Describe in such a way as to be clear to someone outside the profession.*

1. Customer Service Gives courteous, friendly, accurate service to the public at the circulation desk or other areas of the library. Answer telephone, provide accurate information about library policies, rules and services.
2. Special Assignment Is assigned responsibility for a specific paraprofessional service area, such as circulation, Interlibrary Loan, Adult Programming, technical services, or be cross-trained in one or more of these areas:
3. Circulation- Accountable for scheduling staff, handling challenging customer

 interactions, training Library Clerks, Library Assistant 1 and Library Aids, training and scheduling volunteers assigned to circulation or shelving and other duties as assigned.

b. Interlibrary Loan – Accountable for managing the Interlibrary Loan Program, training Library Aid’s to assist with ILL, weeding the adult non-fiction collection with the assistance of the director, making purchase suggestions based on demand, and other duties as assigned.

c. Adult Programming – Responsible for planning and implementing adult programming, working with the Library Director to market activities, scheduling volunteers to assist, and other duties as assigned.

d. Technical Services- Accountable for ensuring accurate cataloging of all materials added to the library’s collection, supervising the library clerk assigned to cataloging, supervising cataloging volunteers and communicating ordering needs with the library director, other duties as assigned.

1. Lead Work Train and provide guidance to Library Clerks, Aids, and volunteers assigned to area of responsibility. Responsible in assigned area to keep library staff appropriately trained and informed of developments, events or activities that impact library operations.

**IMPORTANT FUNCTIONS:** *List those tasks or duties that may be assigned, but are not essential to fulfill the job purpose; any ancillary job tasks, or those that take less than 5% of the time. All jobs have non-essential functions.*

1. May assist other staff in the performance of their duties as required.
2. Attends training, workshops and seminars as needed.
3. Performs other duties as required.

**DISTINGUISHING CHARACTERISTICS:** *If the position is in a series (i.e. Office Specialist 1, 2, 3), describe what separates this job from the others in the series.*

Position in a series.

A Library Assistant 2 is distinguished from a Library Assistant 1 position by the presence of leadership responsibilities over subordinate staff positions, as well as responsibility for supervision of assigned program areas.

**JOB SPECIFICATIONS:**

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) is required.
2. *Classes* in library science or related field is preferred, but not required for the position.
3. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[x]  1 – 3 years

[ ]  3 – 5 years

[ ]  5 – 8 years

[ ]  Other

Describe experience: 2 Years experience in a public contact position that required providing customer service or one year of responsible work in a public library.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. [ ]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

**3. Necessary Knowledge, Skills and Abilities:** *Note any specific knowledge, skills or abilities needed for this position. Add or delete from the sample list below.*

1. Knowledge of methods, techniques, materials and equipment related to all aspects of assigned area of responsibility.
2. Ability to use tools and equipment used in electronic media.
3. Knowledge of customer service practices and procedures.
4. Knowledge of City policies, procedures, regulations, and codes related to area of responsibility.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Ability to operate computers proficiently.
7. Ability to communicate effectively orally and in writing.
8. Skill in teaching patrons and co-workers.
9. Ability to plan, organize, manage and coordinate various activities
10. Ability to manage projects and oversee the work of co-workers and volunteers.
11. Ability to work independently in the absence of direct supervision.

1. Ability to maintain regular and predictable attendance to serve customers/interact with co-workers, supervisors, and patrons, attend meetings, training, etc., or other face-to-face job requirements.
2. Ability to establish and maintain effective working relationships.
3. Ability to work as a team member.
4. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
5. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[ ]  Presentation or desktop publishing software

[x]  Specialized or custom software

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position does provide lead worker direction for: Library Assistant 1, Library Clerks, Library Aids.
3. This position reports to The Library Director. Supervision received is (Choose one):

[ ]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [x]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as community partners, vendors, and local businesses.

1. The communications may be (*Check any that apply*):

[x]  Complex

[ ]  Controversial

[ ]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[ ]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[x]  Most situations are resolved using standard procedures and established guidelines.

[ ]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[ ]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[ ]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[x]  Other (describe): Lifting boxes up to 50 lbs on a regular basis, constant standing.

1. General hours of work are 9:00 a.m. – 8:00 p.m. Monday – Thursday. 9am-5pm Friday-Saturday.
2. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[ ]  Subject to emergency call out

[x]  Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[x]  Not applicable [ ]  Input [ ]  Prepare [ ]  Forecast [ ]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[x]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Drafted: 4/29/20

Adopted:

Revised: July, 2020

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.