This Job Description identifies the major responsibilities of this job.

**I. POSITION PURPOSE:**

The purpose of the Program and Outreach Specialist II is to encourage program attendance and provide outreach by initiating engaging library-sponsored educational and creative programs and events, and positively impact library visits and use of library resources by helping customers find and use library materials and resources.

**II. RELATIONSHIPS**

The Program and Outreach Specialist II reports to the Department Manager and works as a team member in providing programs and services for the Pueblo Community. Works to promote a positive work environment by maintaining respectful and courteous interactions at all times. Builds relationships within the community to expand library services. Provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

Plans and carries out public educational, cultural, and creative programs and events for adults, teens, and children within PCCLD mission, goals, and methods. Coordinates programs with experts and participates in programs as a facilitator, presenter, storyteller, actor, or instructor.

May act as a special resource provider in specific service areas, including targeted age groups, mobile library services, and/or district-wide technology programming and support.

Teaches classes on computer basics or other technology access topics to customers in small groups or one-on-one settings.

Promotes library services through tours, demonstrations, talks, and displays.

Engages in hospitality to provide customer assistance at the point of need; roves to greet customers, offers assistance with locating materials, and provides reader’s advisory services. Proactively provides information to customers to promote circulation and program attendance.

Reaches out to individuals and organizations in the community and builds partnerships relative to library programming.

Collaborates with library employees throughout the district on community outreach efforts and library services.

Assists with planning for future service needs of the Pueblo city and county.

Provides branch support for programs that have district-wide appeal and attendance.

Plans centralized programs and events that draw community members from all parts of Pueblo County.

This position facilitates and coordinates programs and events that are designed to draw community members from all of Pueblo City and County.

Instructs customers on use of library computers and digital resources. Stays current on use of new library resources.

Explains library regulations and procedures, and resolves basic customer issues.

Compiles program and event statistics, prepares reports, maintains program data and performs other administrative duties.

May act as PIC (person in charge) in the department in the absence of the manager or librarian to respond to any escalated customer service issues, emergency, or security issues.

Assists in the training of new employees and volunteers; may oversee work for volunteers and special projects as assigned by manager.

Assists in the collection development process by evaluating, suggesting and weeding materials.

Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.

Participates in regularly scheduled department meetings. Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.

Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and personnel employee access systems.

**IV. OTHER DUTIES AND RESPONSIBILITIES**

Will cross-train and provide back-up coverage for other department positions.

May serve on library committees and special projects.

Performs other duties as needed.

**V. QUALIFICATIONS**

**Education and Experience**:   Bachelor’s degree required and a minimum of two years related job experience. Experience planning and executing library, community, school or other programs and events. A minimum of one year of program planning and facilitating experience is required. Experience facilitating community-wide programs is preferred.

**Skills and Abilities:**

* Strong orientation toward teaching, education, and learning.
* Must have excellent hospitality skills with the ability to communicate well with people of all ages, demographics, ethnic backgrounds and ability levels.
* Must possess knowledge and experience in developing engaging programs and outreach activities.
* Demonstrated ability to take initiative and ownership of projects.
* Must use independent judgment within procedural boundaries and possess good problem solving skills.
* Planning skills are required with demonstrated creativity in developing programs.
* Ability to work both independently and collaboratively as a team member.
* Knowledgeable on a variety of topics; skilled in using standard library research methods.
* Must possess strong computer skills with the ability to use a variety of electronic and digital devices and e-resources; possesses a keen interest in using and learning new technologies.
* Ability to function under flexible and changing conditions.
* Must be detail oriented and enjoy working on program and event logistics.
* Demonstrated organizational skills with the ability to coordinate multiple priorities.
* Excellent verbal and written communication, listening skills and problems solving skills.
* Comfortable with public speaking and working with diverse populations.

**Physical Requirements**: Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements**: Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.

Equal Opportunity Employer.