

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Program Assistant**

Dept: **Various departments**

Job Code Number: **10604**

Reports to: **Various supervisors and managers**

Grade Number: **10, Represented**

Effective Date: **January 2010**

FLSA Status: **Non-exempt**

General Position Summary:

This is an intermediate level clerical position within a department. Provide necessary clerical support for department and may provide training and assistance to lower classified staff and other newly hired departmental staff. Typical duties may consist in, but are not limited to, data processing, bookkeeping, records management, customer assistance and communication with library staff and patrons.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Serve as primary contact for library staff concerning department's services and programs. Resolve basic service issues with staff and/or service facilities and outside agencies.
2. Resolve vehicle maintenance and functioning issues.
3. Provide general assistance with all department program and services.
4. Order and distribute materials necessary to support department's programs and services. Ensure timely preparation of collection and/or material shipments to libraries. Performs database searches to locate distributing materials.
5. Prepare contracts for public programs and story times.
6. Manage records and information necessary for department's services and programs, such as patron and facilities information, vendors, program attendance and scheduling.
7. Prepare accurate, timely and detailed reports in budgeting, material ordering, distribution and program and services related statistics. May update and maintain assigned manuals and documentation used within the department.
8. Monitor and maintain office inventory and order materials and/or supplies.
9. Correspond via e-mail, fax, letter, and phone with KCLS staff and/or outside vendors, contractors or patrons. Perform various clerical duties such as, filing, faxing, answering phones, photocopying, and meeting arrangements.
10. Respond to internal and external inquiries. Research requests for information or materials as needed. Assist new and lower level staff. May oversee or assist in overseeing workflow or assigning work.
11. Coordinate intradepartmental functions and services.

Secondary Duties:

Secondary duties may include any or all of the following:

1. May assist in processing patron requests including placing holds on KCLS owned materials.
2. Assist others with office equipment.
3. May provide clerical assistance at meetings.
4. Provide back up to others within department.
5. Participate in meetings, conferences, and seminars.
6. Perform other related duties as necessary or assigned.

Communication:

The position typically has regular contact with KCLS staff, external customers, vendors and patrons. Contacts normally involve the exchange of information and require some discussion and explanations. Communications occasionally contain discussion about sensitive or confidential matters.

Initiative:

The position generally operates from established procedures and may recommend modifications as seem efficient and expedient. The position typically is responsible for solving problems relating to own workflow and processes and may also work with others within own department to solve problems. The position may have occasional responsibility for innovation and development of new methods and procedures that impact patrons, library staff or departmental staff. The position involves a moderate degree of complexity considering the variety of demands placed on it and the level of detail involved. The position operates independently with minimal supervision. The position encounters recurring work situations with occasional variation from the norm. Decisions are typically made within specific organizational policy constraints and guidelines.

Accountability:

The position encounters regular interruptions requiring some flexibility. The position foresees issues associated with own work and identifies future needs for supplies, equipment and resources. May also consider the work of others and participate in operational planning at the department level. Decisions typically affect the work within the department and libraries. Work is occasionally checked by a supervisor or manager.

Leadership:

Position may have mentoring responsibility as an assistant unit lead along with responsibility for role modeling and promoting KCLS values within the department. The

position may occasionally have responsibility for promoting KCLS values as a representative of the organization to the public.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the ability to perform the job duties and responsibilities listed above and the knowledge, abilities and skills outlined below is through obtaining a high school diploma or GED equivalent and at least two years of related experience, or an equivalent combination of training and experience.

Necessary Knowledge, Ability and Skills:

- Working knowledge of general library operations, functions, and services provided.
- Considerable knowledge of operations, functions, policies and procedures of the department.
- Considerable knowledge of office software programs.
- Considerable knowledge of an integrated library system and applicable modules, or database software systems such as Access, used by the department.
- Working knowledge of Internet based research.

Ability to:

- Organize and prioritize multiple tasks.
- Train and assist others.
- Maintain flexibility in an environment with many interruptions.
- Analyze and solve problems and use independent judgment.
- Maintain accurate and detailed records.
- Work independently with minimal supervision.
- Work in a team environment.
- Learn and use assigned technologies and systems relevant to work assignments.
- Concentrate for long periods and work under time constraints.

Skill in:

- Effective verbal and written communication with a variety of individuals.
- Moderate project management skills.
- Using computer hardware and software.
- Establishing and maintaining good customer relations with internal and/or external customers and positive interpersonal relations with KCLS staff.
- Setting priorities and managing time.
- Reviewing, following and/or recording accurately detailed information and instructions.
- Using general office equipment.

SPECIAL REQUIREMENTS

May require a valid Washington driver's license.

PHYSICAL DEMANDS

Positions typically require frequent verbal communication, hearing, sitting, reaching, keyboarding, and repetitive motion of hands/wrists, handling, grasping, and use of visual senses. Requirements vary by position but may require pushing and pulling of up to 150 pounds and lifting and carrying from 5 – 50 pounds.

WORK ENVIRONMENT

Work may be performed in a variety of environments such as office, library or shipping area. Work typically involves extensive close work (eyestrain), PC monitoring, and may require constant or frequent sitting, standing or heavy lifting.

Advancement Possibilities: (depending on qualifications)

Division Assistant

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 1-11-2010