



## **Job Description**

### **Library Technical Assistant II / Volunteer Coordinator (Part-Time)**

#### **Job Summary:**

Administers the library's volunteer program. Provides outstanding customer service to the public. Reports to the Head of Adult Reference Services.

#### **Essential Job Functions:**

- Recruits, trains, schedules and manages volunteers.
- Collaborates with co-workers to address current volunteer needs.
- Coordinates with the Borrower Services team to manage WPL @ Your Doorstep, the library's home delivery service.
- Provides exemplary customer service to the public at the Information desk, public computer areas, and on the telephone.
- Assists patrons in locating library materials and accessing library and community services.
- Assists patrons with computers, printers, equipment, online resources, and Internet searching.
- Coordinates special events, including volunteer appreciation event.
- Communicates frequently and effectively with multiple departments to receive feedback on volunteer activities and adjust as necessary.
- Assists with outreach events.

#### **Required Knowledge, Skills, and Abilities:**

- Bachelor's Degree from an accredited college or university and three years related experience OR an equivalent combination of education and experience.
- At least one year of experience in a customer service setting.
- Experience with event coordination preferred.
- Experience and enthusiasm for working with both teen and adult volunteers.
- Outstanding customer service skills.
- Outstanding verbal communication skills.
- Excellent organizational skills, including database management.
- Proficiency in wide variety of software and hardware, including Microsoft Office, PC and Apple platforms, electronic resources, and Google apps.
- A commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.
- Reliable transportation required.
- Spanish language proficiency desirable.

#### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Move throughout the library to access collections, lead programs and meetings, and operate office equipment.
- Remain in a stationary position 50% of the time.
- Move equipment and book carts weighing up to 50 pounds around the library building.

- Communicate with staff and the general public and exchange accurate information.
- Have the visual acuity required to read and view from a computer terminal.
- Operate a computer and other office productivity machinery, such as scanner/fax machines, printers, and photocopier.
- Must be able to transport self to work-related meetings, off-site events, etc.

**Hours:**

- 28 hours per week, including evenings and weekends.

**Benefits & Compensation:**

- \$26.94/hour
- Paid time off

*Disclaimer: Nothing in this job description restricts the Wallingford Public Library's right to assign or reassign duties and responsibilities to this job at any time. This description reflects the Wallingford Public Library's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.*

*Wallingford Public Library's policy is to provide, in accordance with applicable law, equal employment opportunities to all employees and applicants without regard to race (including ethnic traits historically associated with race such as hair texture and protective hairstyles), color, religious creed, age, sex, pregnancy, marital status, national origin, ancestry, past or current mental or physical disability, genetic information, military or veteran status, sexual orientation, gender identity or expression, civil union status, status as a victim of domestic violence, or any other legally protected status.*

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