



## **Job Description**

### **Part-Time Library Technical Assistant II - Career Specialist**

#### **Job Summary:**

Provides career support in a variety of ways. Provides outstanding customer service to guide patrons to resources and materials and instruct them in multiple facets of technology. Possesses strong oral and written communication and interpersonal skills, and the ability to work collaboratively. Reports to the Head of Adult Reference Services.

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

##### **Career Services:**

Provides career support, including activities such as:

- Guiding individuals with creating and editing resumes, cover letters, and LinkedIn profiles; creating interview preparation materials, and facilitating mock interviews.
- Researching industries for tailored information in one-on-one meetings, including common interview questions, required job-related skills, professional organizations, and other information to create effective application materials and understand application processes (i.e., applicant tracking systems).
- Creating lesson plans and providing adult and teen classroom instruction on a variety of topics, including resume creation, cover letter writing, interview skills, LinkedIn profiles, professional networking, and other job-related topics.
- Answering job-related inquiries for patrons via phone, email, and in-person, including job application support and uploading materials.
- Coordinating with groups to create one-on-one and group programs for non-native English speakers and/or community groups outside the library (i.e., SCOW, Wallingford Adult Education).

##### **Reference Services:**

- Provides exemplary information and reference service to the public at various service points, including the information desk, public computer areas, on the telephone.
- Assists patrons in locating library materials and accessing library and community services.
- Assists patrons with online databases, digital collections, and Internet searching.
- Assists patrons with operation and maintenance of library equipment, including public computers, wireless printing, microfilm reader/printers, 3D printers, scanners, fax machine, maker space equipment, and photocopiers.
- Troubleshoots technology equipment.

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

- Master's degree in Library Science from an ALA-accredited institution preferred.
- Currency and fluency with technology trends in public libraries.
- Proficiency in wide variety of software and hardware, including Microsoft Office, mobile devices, streaming media, electronic resources, e-reader devices, Zoom, and Google apps.
- Proficiency in job-related software: word processing (i.e. Word, Google Docs), common social media platforms (i.e., LinkedIn), employment websites (i.e. Indeed), and library databases (i.e. JobNow).
- Strong understanding and knowledge of resume and cover letter strategy and writing, and the ability to create and edit different types of technical writing in a variety of industries, job types, and experience levels.

- Strong understanding and knowledge of the interview process, including typical general questions, the ability to research more industry-focused questions, and the ability to coach individuals on strategies to answer questions in a variety of formats (i.e. phone screens, in person, Zoom).
- Familiarity with recruiting processes and procedures in small and large businesses, including general understanding of ATS, emailing/ mailing application materials, typical hiring timelines, business etiquette; and common business due diligence strategies (i.e. reference checks).
- Strong verbal, written, and listening skills, and the ability to offer appropriate constructive feedback as needed.
- High attention to detail, especially with content in job descriptions, typical industry interview questions, and recruiting processes.
- Strong time management skills, including classroom settings and one-on-one meetings;
- The interest and ability to research, learn, and teach concepts related to hiring and employment.
- Spanish language skills a plus.
- A commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.

### **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.
- Operate a computer and other office productivity machinery, such as scanner/fax machines, printers, and photocopiers.
- Communicate with staff and the general public and exchange accurate information.
- Have the visual acuity required to read and view from a computer terminal.
- Move equipment and book carts weighing up to 50 pounds around the library building.

### **Hours:**

- 20-28 hours per week, including evenings and weekends in rotation

### **Benefits & Compensation:**

- \$26.35 per 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.*