



Job Description

Part-Time Library Technical Assistant II / Volunteer Coordinator

Job Summary:

Administers the library's volunteer program. Provides outstanding customer service to the public. Reports to the Library Director.

Essential Job Functions:

- Recruits, trains, and manages volunteers.
- Coordinates computer tutoring programs.
- Manages WPL @ You Doorstep, the library's home delivery service.
- Provides exemplary customer service to the public at various service points including the information desk, public computer areas, in the Collaboratory, 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.
- Oversees public access to tax forms and the VITA tax preparation service.
- Coordinates special events, including volunteer appreciation event.
- Assists with outreach events.

Required Knowledge, Skills, and Abilities:

- Bachelor's Degree from an accredited college or university OR an equivalent combination of education and experience.
- Outstanding customer service skills.
- Outstanding verbal communication skills
- Proficiency in wide variety of software and hardware, including Microsoft Office, PC and Apple platforms, electronic resources, library automation systems, and Google apps.
- A commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias.
- 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.

Hours:

- 25-28 hours per week, including evenings and weekends in rotation

Benefits & Compensation:

- \$25.83/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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