KING COUNTY LIBRARY SYSTEM
Job Description

Title: Program Assistant – Learning and Development
Dept: Human Resources
Reports to: Various supervisors and managers
Effective Date: Revised October 2019

Job Code Number: 10605
Grade Number: 10, Non-Represented
FLSA Status: Non-exempt

General Position Summary:

This is an intermediate level clerical position which will provide necessary administrative and clerical support for the department. May provide training and assistance to lower classified staff and other newly hired departmental staff. Typical duties may consist of, but are not limited to, logistics, data tracking/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. Research and resolve basic service queries and issues with staff and/or service facilities and outside agencies.
2. Coordinate all logistics of training, to include scheduling, class set-up, advertising, and material preparation, with internal and external trainers and other service departments.
3. Manage records and information necessary for department’s trainings and programs, such as staff and facilities information, vendors, attendance, and scheduling.
4. Prepare service contracts for programming. Track and manage records relating to expenditures.
5. Prepare accurate, timely and detailed reports in budgeting, material ordering, and program and training related statistics. May update and maintain assigned manuals and documentation used within the department.
6. Monitor, maintain, and order training and program related materials and/or supplies.
7. Correspond by email, 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.
8. Provide general assistance with all department program and services.

Secondary Duties:

Secondary duties may include any or all of the following:

1. Provide back up to others within department.
2. Participate in meetings, conferences, and seminars.
3. Perform other related duties as necessary or assigned.

Core Competencies:

**Customer Focus**
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

**Valuing Diversity**
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

**Ethics, Values, and Judgment**
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

**Professional & Technical Knowledge**
Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

**Approachability**
Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.

**Communicates Effectively**
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

**Teamwork/Collaborating**
Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrate their own and team member’s strengths and differences.

**Work Quality**
Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

**Organizing and Planning**
Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.
Adaptability and Flexibility
Adapts and adjusts comfortably to changing or different situations, conditions, and work responsibilities in ways that still result in productive performance.

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 of this position is through:
- A high school diploma or GED equivalent.
- At least two years of related experience.
- Or, an equivalent combination of training and experience.
- Experience with and knowledge of office software programs, an integrated library system and applicable modules, or database software systems such as Access, used by the department.

SPECIAL REQUIREMENTS
May require a valid Washington driver’s license.

PHYSICAL DEMANDS
While performing the duties of this job, the employee is changing tasks depending upon the shift and will at times frequently stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation and twisting in waist may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to occasionally. Occasionally operating foot controls. The employee will occasionally lift 10 pounds and seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

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
Human Resources Generalist

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