

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Program Assistant**

Dept: **Various departments**

Reports to: **Various supervisors and managers**

Date: **Revised December 2018**

Job Code Number: **10604**

Grade Number: **10, Represented Effective**

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 of, 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.

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.

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.

Interpersonal Savvy

Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.

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

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