

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Public Services Specialist**

Dept: **Public Services**

Reports to: **Varies**

Effective Date: **Revised October 2020**

Job Code Number: **10200**

Grade Number: **14, Represented**

FLSA Status: **Non-Exempt**

General Position Summary:

Develop, implement and maintain assigned programs in support of community libraries. Establish relationships and interact with the community libraries, public and private agencies, vendors and community groups. May be assigned to serve population with limited English proficiency (LEP) within an assigned demographic group.

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. Plan, design and implement assigned program. Participate in the plan and design of promotional pieces for the program.
2. Develop and implement various training programs. Design and deliver training curricula, both printed and digitally.
3. Establish and maintain relationships with community contacts or vendors including but not limited to schools, neighborhood associations, service groups, and groups representing the community's diversity. Establish and maintain relationships with all community libraries.
4. Actively recruit, place and mentor volunteers and maintain a pool of applicants.
5. Train, monitor and evaluate program participants.

LEP Assignment Duties:

1. Assist with identifying, recommending, designing, implementing and promoting programs and services aimed to serve LEP communities and individuals.
2. Assist with outreach, communication and relationship-building efforts between KCLS community libraries and the LEP population and LEP-serving organizations.

Secondary Duties:

1. Conduct incidental clerical duties associated with program activities.
2. Serve on various committees effecting KCLS services.
3. Perform other related duties as required or as 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.

### **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.

### **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.

### **Dealing with Ambiguity**

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.

### **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.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Bachelors degree or equivalent specializing in education, social sciences, psychology, social

work or related field.

- Two to four years' experience working with volunteers, assigned program specialty.
- Experience in K–12 education preferred, depending on location.
- Knowledge of methods and techniques of developing and facilitating training sessions.
- May require passing a test of bilingual proficiency in oral and written assigned language.

## SPECIAL REQUIREMENTS

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 in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation 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 frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 50 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

## WORK ENVIRONMENT

Work is performed in a normal office environment. Work involves extensive travel within services area and evening or early morning meetings.

### Advancement Possibilities:

Depending on education, training, and experience.

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