



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 903.9

Job Title: **Senior Library Outreach Representative**

Pay Grade: 15

GENERAL SUMMARY:

Performs in a lead capacity to provide outreach, technology/literacy training, and library support services within the community. Provides a variety of customer services via mail, telephone, e-mail and personal contact.

RESPONSIBILITIES:

- Leads outreach activities for all ages, promoting the vision, mission, and goals of the library.
- Leads training for all ages including, but not limited to STEM, ESL, computer literacy, workforce development, and early literacy.
- Works with community stakeholders to effectively bring library services into the community.
- Maintains accurate records and provides timely statistical and activity reports.
- Performs moderately complex research and gathers necessary information to resolve customer requests.
- Responds to inquiries via mail, telephone, e-mail and personal contact and communicates findings to customers.
- Performs data entry activities to update customer records within authorized limits.
- Receives and verifies completeness and accuracy of requests from customers.
- Processes requests and work orders utilizing a computer and/or tracking system.
- Gathers or collects information to create and develop reports, activity logs, training materials, and programs.
- Extracts, reviews, and organizes reports based on the findings and offers recommendations concerning various problems.
- Trains and provides assistance to less experienced employees.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or GED. Associates Degree or higher preferred.

EXPERIENCE:

Minimum two year customer service/training experience required. Proficient using Microsoft Office and Web 2.0 technology. A Class C driver's license or better is required. Bilingual preferred.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review

and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical, library, and technical staffs. Interaction typically involves routine information exchange and/or service activity requiring common courtesy; e.g., answering questions, giving directions in response to requests. May occasionally involve providing instruction to other staff members.

External Contacts:

Level of external contact is with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange, instructional classes delivered to all ages and diverse groups, service activity that requires common courtesy; e.g., directing calls, and answering questions, and outreach services for events ranging up to several thousand attendees. May be primary point of contact between library and external contacts and must be able to coordinate and manage logistics for a variety of community partnership events.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as computers or records boxes (up to 40 pounds). The position requires stooping or bending.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required.

JOB FAMILY:

Library Outreach Representative
Senior Library Outreach Representative

Effective: October 2019