

Outreach Assistant
Position Description

Department: Library

Starting Wage: \$11.50/hour (20 hr/wk)

Date Approved: 3/27/17

Reports to: Outreach Librarian

Purpose of Position

The outreach assistant is to assist the outreach librarian in duties pertaining to the outreach department. The outreach assistant is responsible for greeting and handling the needs of patrons in regards to outreach activities. These duties include but are not limited to check out, check in, library card registration, and driving the outreach van to sites for outreach library services.

Essential Functions of the Position

- Check out and check in of materials
- Register patrons for library cards and replacement library cards
- Reviewing patron records for accuracy and clarity
- With the assistance of the Outreach Librarian, process and complete tasks associated with various library reports (pick list reports, overdue reports, missing reports etc.)
- Answering and transferring phone calls to appropriate staff members when necessary or taking messages as needed
- Make phone calls and returning phone calls to patrons regarding library services
- Search for and place title specific holds for outreach patrons
- Sorting and filing of materials onto appropriate shelves and in appropriate containers for transport to outreach activities and patrons
- Load, unload and transport materials from the library to various sites and homebound patrons in West Bend. This requires driving the outreach van to these sites.
- Assist with preparing materials for delivery to facilities and homebound patrons
- Keep inventory of all forms and records pertaining to facilities and patrons
- Maintain the senior services kiosk in the library
- Set up and take down equipment for programs run by Outreach Services
- All other duties as assigned

Minimum Qualifications Required

- High School Diploma required
- Valid Wisconsin Driver's License
- Physical ability to sit and/or stand for prolonged periods of time
- Ability lift moderate loads (up to 40 pounds)
- Ability to utilize Microsoft Office products, specifically Excel and Word
- Attention to detail
- Excellent communication skills
- Ability to work independently and as a team
- Excellent problem solving skills
- Excellent customer service skills

Environmental Adaptability

Work is generally performed in the library and/or office setting and out in the community. Travel is necessary within the West Bend area.

The City of West Bend is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer.

Employee Signature _____ Date _____

Department Head Signature _____ Date _____