



**County of Calhoun**  
Job Description

**Job Title: Programs and Outreach Coordinator**

**Department:** 2800 - Library

**Reports To:** Programs and Outreach Librarian

**FLSA Status:** Non-Exempt

**Grade:** 115

**Prepared Date:** 4/11/22

**Approved By:** K Simensen

**Approved Date:** 4/15/2022

**Summary**

The Outreach and Adult Programs Supervisor is a full-time supervisory, leadership level position with routine and some non-routine decision-making authority. This position is responsible for coordinating and facilitating all library system outreach activities, including bookmobile services and collections, as well as assisting with all library programs and coordinating and executing adult programs.

**Position-specific Responsibilities**

- Oversees county-wide outreach services, including coordinating bookmobile services, outreach programs, and collections
- Creates and maintains documentation and records for outreach services
- Drives bookmobile and facilitates visits to sites throughout community
- Ensures bookmobile remains in good working order, including coordinating maintenance and repairs
- Assists with marketing and promotion of all outreach programs and services, including presentations to the public
- Coordinates all adult programs under direction of Programs and Outreach Librarian
- Assists proactively and provides logistical support for all programs and outreach activities
- Collects statistics and submits organized monthly, quarterly, and annual reports to supervisor, Library Director and/or State Library as requested
- Works with team members including supervisors to coordinate employee and volunteer training, as well as to promote and facilitate access to the library collections, programs, and services
- Oversees special projects and activities, such as passport services, including staff and volunteers
- Establishes and maintains strong relationships with community partners to assist with programs and outreach activities, including SC Works

- Assists with all circulation activities, including account registration and maintenance, locating materials, including placing and processing holds and ICLs checking in and out materials, handling financial transactions, and providing computer assistance to patrons
- Substitutes for absent library employees as required and provides public service at all library service points as directed, needed or required, including Bookmobile
- Assists with interviewing, selecting, training, and evaluating personnel working with outreach services
- Supervises relevant staff, interns, and volunteers
- Contributes to staff meeting agendas and leads discussions to explore continued improvement opportunities, solicit feedback, inspire and facilitate teamwork, and provide training
- Serves as “Person-in-Charge” when assigned
- Performs other duties as assigned

### **Essential Responsibilities for All Library Positions**

- Serves as a representative of the library while at work and out in the community and may act as a library liaison for various committees and meetings
- Establishes positive and productive relationships internally and externally with people of all ages and backgrounds
- Serves the public in an outgoing, welcoming, and enthusiastic manner
- Monitors and ensures staff and patron compliance with safety protocols and policies
- Operates office equipment, including telephone, computer, copier, and fax
- Adheres to all statutes and policies, including those pertaining to patron confidentiality
- Works with integrity, ethically, and upholds organizational values
- Assists with the development and recommendation of library policies
- Communicates with immediate supervisor frequently, including ideas, suggestions, and concerns
- Communicates effectively with team members and members of the public from all backgrounds to ensure a positive customer experience and work environment
- Contributes to the current and future success of the library through planning and communication
- Engages in professional development relating to primary job functions

### **Qualifications:**

- Track record of promoting a harmonious and effective workplace environment
- Demonstrated ability to produce quality outputs while working independently
- Demonstrated aptitude for creative problem solving
- High school diploma or equivalent
- Evidence of strong public service orientation, a commitment to the Library and library service excellence, flexibility, and initiative
- Demonstrated ability to flourish in a rapidly changing environment and acquire new skills quickly
- Strong attention to detail, including ability to create and maintain accurate records and statistics and reports using software such as Excel
- Strong oral and written communication skills
- Proficient with Microsoft Office Suite and G Suite
- Successful and timely management of projects and programs
- Exemplary judgment for assessing situations and determining necessary courses of action
- Position requires the ability to work nights and weekends

- Must possess or be eligible for and maintain a valid SC driver's license
- Track record of successful work in a organization serving a diverse public, doing outreach, and/or coordinating programs and activities with community partners
- Prior supervisory experience preferred
- Experience collaborating with a broad range of professionals and service providers to achieve organization objectives

### **Competencies for Performance Evaluations**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Must be able to read, write and speak fluently in English. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Recognizes staff for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands service impacts/implications of decisions; Displays orientation to continuous improvement; Demonstrates knowledge of outside library policies, procedures, and best practices; Aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Meets deadlines; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Supervisory Responsibilities** - This job may supervise staff and volunteers that perform work in program delivery, collection management, technical services, interlibrary loan, outreach, maintenance/custodial services, and circulation if needed.
- **Computer/Technology Skills** - Microsoft Office Proficient, including use of Excel for statistical reports; appropriate professional software for Library Information System/Database; and digital media

