

**Sonoma County Library
Announces an Employment Opportunity**

**ADULT LITERACY SPECIALIST- SANTA ROSA
30 HOURS PER WEEK – PART TIME**

***NOTE:** Potentially up to 40 hours per week pending available grant funding.*

We are seeking a customer service driven professional with excellent communication skills for our part-time Adult Literacy Specialist position. This position is located at the downtown Central Santa Rosa Library. **Spanish/English bilingual skills are highly preferred.**

THE POSITION:

Please see the attached job specifications for full details about this position.

This regular, part-time position provides support for the Adult Literacy Services programs, and performs related duties as required. The weekly schedule is currently Monday-Friday and may include weekends and evenings in future (Tuesday – Saturday).

TYPICAL DUTIES include, but are not limited to:

- Keeps accurate and consistent records
- Maintains student and tutor records, files and databases
- Conducts intake interviews with new students to assist in determining program eligibility and level
- Develops and implements outreach program for recruitment of students in all parts of the county, on an as needed basis
- Tracks completion of goals by students, acknowledges, and provides recognition for student achievements
- Performs receptionist duties

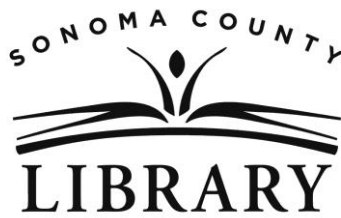
MINIMUM QUALIFICATIONS:

Education: An Associate's degree, or higher, from an accredited college or university with coursework in Education, Public Administration or related fields.

Experience: A combination of education and experience that creates an understanding of adult illiteracy. Generally, this would be achieved by one (1) year of administrative or programmatic experience, one (1) year of library or literacy experience, or three (3) years of clerical and office support work. Experience working with adults in an educational setting. **Spanish bilingual skills highly preferred.**

www.sonomalibrary.org

D I S C O V E R • L E A R N • S H A R E



Knowledge of:

- Principles, practices, and techniques of effectively dealing with adult learners
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Library staff

Ability to:

- Maintain accurate logs, records, and basic written records of work performed
- Use computer and other technology, including software, hardware, and the Internet sufficient to be able to assist customers, conduct research, record data, prepare reports, and use email and other communications technologies
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

SALARY RANGES: **\$28.09/hour to \$35.08/hour plus benefits**
 (Spanish Bi-lingual pay upon passing required testing +\$1/hour)

CLOSING DATE: **5:00 p.m., Thursday, May 12, 2022**

APPLICATION PROCESS: Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be complete and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

EMPLOYMENT INFORMATION:

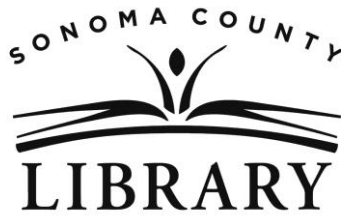
Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:

Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.

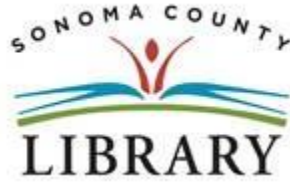
REQUEST FOR ACCOMMODATION: Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an

www.sonomalibrary.org



accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at <https://sonomalibrary.org/accessibility>.

Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.



**AUGUST 2017
FLSA: NON-EXEMPT**

**Literacy Specialist
Represented**

DEFINITION

Under general direction, this position provides journey-level support and customer service in the literacy services department and is assigned responsibility for the full range of customer service and support activities. Incumbents advise patrons of literacy policies, procedures, and services, and resolve patron issues within established policies. At this level, incumbents work independently within identified parameters and resolve problems of diverse scope where analysis requires evaluation of identifiable factors. Maintaining confidentiality and security of patron information is an important part of the position. Performance expectations include the application of broad job knowledge in performance of the full range of responsibilities within the classification. Incumbents may provide general administrative and clerical support as needed.

SUPERVISION RECEIVED AND EXERCISED

This position has no supervisory responsibilities; provides work direction and informal training to volunteers.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Keeps accurate and consistent records
- Maintains and updates databases
- Maintains student and tutor records, files and databases
- Conducts intake interviews with new students to assist in determining program eligibility and level
- Orients new students to the program
- Participates in, and helps in organizing student events
- Develops and implements outreach program for recruitment of students in all parts of the county, on an as needed basis
- Works closely with Adult Literacy Associate in matching learners and tutors
- Tracks completion of goals by students, acknowledges, and provides recognition for student achievements.
- Performs receptionist duties.

QUALIFICATIONS

Education and Experience:

- **Education**: An Associate's degree, or higher, from an accredited college or university with coursework in education, public administration or related fields.
- **Licenses**: None
- **Experience**: A combination of education and experience that creates an understanding of adult illiteracy. Generally, this would be achieved by one (1) year of administrative or programmatic experience, one (1) year of library or literacy experience, or three (3) years of clerical and office support work. Experience working with adults in an educational setting.

COMPETENCIES

Knowledge of:

- Principles, practices, and techniques of effectively dealing with adult learners
- Basic principles and practices of effectively dealing with the public and public relations.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility
- Basic record keeping principles and procedures
- Basic principles and practices of data collection and report preparation
- Basic arithmetic principles
- Modern office practices, methods and computer equipment
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Library staff.
- Basic computer applications related to work

Ability to:

- Maintain accurate logs, records, and basic written records of work performed
- Follow department policies and procedures related to assigned duties
- Understand and follow oral and written instructions
- Use computer and other technology, including software, hardware, and the Internet sufficient to be able to assist customers, conduct research, record data, prepare reports, and use email and other communications technologies.
- Organize own work, set priorities, and meet critical time deadlines
- Make sound, independent decisions within established policy and procedural guidelines
- Use English effectively to communicate in person, over the telephone, and in writing
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to retrieve and shelve materials. Employees may be required to either sit or stand for prolonged periods of time. Incumbents must possess the ability to lift, carry, push, and pull items, storage containers, and shelving units weighing an average of 20 pounds, and up to 50 pounds of weight, in order to move materials from one place to another, with the aid of lifting/moving equipment.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office/library environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees in assignments providing direct assistance to the public can expect to have rare, occasional, or frequent interaction with abrasive, disruptive, and/or disorderly members of the community.

WORKING CONDITIONS

May be required to work flexible schedules including evenings and weekends.