

<b>TITLE</b>	<b>Sr. Associate-Group Services</b>
<b>CLASSIFICATION</b>	Grade 310, Facilitator/Associate Tier, Regular, Non-exempt
<b>HOURS</b>	Full time (40 hours per week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

## REQUIREMENTS

### ***Education/Experience***

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BS/BA degree. Relevant experience in events facilitation and /or hospitality administration.

### ***Knowledge/Skills***

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Knowledge of administrative procedures and planning functions. Comfort, familiarity and basic usage skills in new information technologies. Ability to communicate and function effectively in a team-oriented environment. Strong written, verbal, customer service and interpersonal skills.

### ***Working Conditions***

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Work performed primarily inside the library facility. Lifting and moving light materials and equipment. Occasionally required to attend meetings and sessions outside of the library facility.

**REPORTS TO:** **Collection, Outreach, Programming (COP)  
Coordinator**

**POSITION(S) SUPERVISED** **None**

## BRIEF DESCRIPTION

### ***BASIC SUMMARY***

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Westlake Porter Public Library's mission is “. . . to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons.” This position assists in accomplishing the mission by:

**ESSENTIAL POSITION DUTIES****% Time****1. Meeting Room Services****50%**

- Approves and processes meeting room requests and reservations for staff and WPPL public. In conjunction with Building Services, ensures arrangements for appropriate furniture, equipment, and requested hospitality items for each reserved meeting room. Ensures compliance with WPPL Reservation and Accessibility policies.
- Creates, develops and posts appropriate meeting room signage, as needed.
- Completes various reports to include meeting room schedules and statistics.

**2. Lobby Management****20%**

- Coordinates and schedules the displays and exhibits that are featured in the WPPL Lobby. Works with staff members, the Friends group and patrons to ensure appropriateness. Assists in the production and display implementation.
- Ensures that the WPPL Reception Desk is equipped with the necessary resources for the staffing and informational needs required, to include daily general library updates and appropriate computer and phone equipment.
- Distributes literature as received in appropriate lobby areas for optimum customer access.
- Approves and updates all materials that posted on WPPL Community bulletin boards.

**3. Volunteer Coordination****20%**

- Recruits, interviews and selects all volunteers that perform any type of community services in the library. Schedules and trains volunteers that perform services specifically for Group Services. For departments outside of Group Services, refers selected volunteers to the appropriate department managers.

**4. Administrative Duties****10%**

- Completes special projects such as the planning of volunteer recognition events and analysis of meeting room utilization.
- Recommends policies and procedures that support superior customer service and improve department efficiencies.
- Responsible for purchase order and maintenance of the staff and public photocopiers.

**Communication and Teamwork****Ongoing**

- Serves as a positive member of the Group Services team by communicating effectively with coworkers and managers, by providing excellent customer service to the public and other departments, and by understanding and conveying the library's mission and values.
- Keeps informed of library activities and policies by attending general staff meetings, participating in regular department meetings, and by participating in training and development opportunities when appropriate and as requested or required. Keeps informed of current trends and issues in Group Services through memberships, trade materials, associations, etc.
- Performs miscellaneous related duties as needed by the library and assigned by the COP Coordinator.

**PHYSICAL DEMANDS CHECKLIST**

**PHYSICAL STRENGTH FACTORS:**

- Lifting  Yes  No
- Pushing  Yes  No
- Pulling  Yes  No
- Carrying  Yes  No
- Reaching  Yes  No
- Gripping  Yes  No
- Does job require reaching above shoulders?  
 Yes  No
- Does job require reaching to floor level?  
 Yes  No

If yes, list maximum weight: \_\_\_\_\_

**PHYSICAL MOBILITY FACTORS:**

- Throwing  Yes  No
- Sitting  Yes  No
- Standing  Yes  No
- Walking  Yes  No
- Climbing  Yes  No
- Stooping/Bending  Yes  No
- Crouching  Yes  No
- Kneeling  Yes  No
- Crawling  Yes  No
- Twisting  Yes  No
- Balancing  Yes  No

**SENSORY/PERCEPTUAL FACTORS:**

- HEARING:**
- Conversation  Yes  No
  - Sounds  Yes  No
- VISION:**
- Far  Yes  No
  - Near  Yes  No
  - Color  Yes  No
  - Depth  Yes  No
- PERCEPTION:**
- Spatial  Yes  No
  - Form  Yes  No
  - Feeling  Yes  No

**WORK ENVIRONMENT:**

- Inside Work  Yes  No
- Outside Work  Yes  No
- Hot/Cold  Yes  No
- Fumes  Yes  No
- Traveling  Yes  No
- Working Alone  Yes  No
- Working in a Group  Yes  No
- Interacting with the Public  Yes  No

**HAZARDS:**

- Machines  Yes  No
- Electrical  Yes  No
- Sharp Tools  Yes  No
- Slippery floors  Yes  No
- Congestion  Yes  No
- Heat/Cold  Yes  No
- Dust/Vapor  Yes  No

**OPERATE:**

- Equipment  Yes  No
- Telephone  Yes  No
- Computer  Yes  No

**ACCESSIBILITY FACTORS:**

- Doors  Yes  No
- Aisles  Yes  No
- Tables  Yes  No
- Telephones  Yes  No
- Staff Room  Yes  No
- Bathrooms Public  Yes  No
- Drinking Fountain  Yes  No
- Parking  Yes  No