



JOB TITLE		DEPARTMENT	JOB LEVEL
Hispanic Services Associate		Hispanic Services (CSPD)	6
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full-Time Non-Exempt	Director of Hispanic Services	n/a	

POSITION SUMMARY

Under general direction of the Director of Hispanic Services, provides a wide range of clerical support and assists in the development and implementation of Hispanic programming and services for the population of the library district.

ESSENTIAL RESPONSIBILITIES

Assists with program and services development

- Introduces and oversees library programs
- Represents the library in a positive and professional manner at library at meetings, programs, and other events
- Communicates and interacts with performers and program presenters regarding scheduling, agreements, payments, equipment, refreshments, crafts, and other details
- Listens to public for feedback and shares information with the Hispanic Services Director
- Makes suggestions to supervisors, as needed, regarding the streamlining of programming processes, improvements for program execution, marketing, and internal communications
- Communicates proficiently in English and Spanish, both verbally and in writing
- Coordinates bilingual volunteers' participation in Hispanic adult programs in collaboration with the Hispanic Services Assistant and Manager of Volunteer Services
- Works closely with other CSPD staff, especially the Hispanic Services Assistant, Public Programs Coordinator, Meeting Room Administrator and Creative Services staff
- Assists Readership team, as needed and available, with story times and events in the community
- Collaborates and communicates with various levels of all GBPLD staff, volunteers, and community partners, including participating in meetings and committees
- Reserves meeting rooms and equipment, prepares refreshments, and confirms set-up details are in order
- Attends and participates in department and division meetings, retreats, staff training, and special events as required
- Attends program planning meetings, as needed, proactively representing Hispanic Services
- Drives to and from various locations, using the library vehicle whenever possible, and follows recommended safety procedures
- Participates in and proactively promotes library services in the community

Prepares, instructs and promotes technology proficiency bilingually

- Under direction of the Director of Hispanic Services:
 - instructs technology classes in the library facilities and the community
 - develops and maintains print and online bilingual guides for digital resource use
 - plans and interprets instructional content
 - assists with online applications, resumes, and job training skills technology
- Assists customers with mobile devices at programs such as *Device Advice* at library locations and community events
- Promotes the use of the library's digital resources including ebooks, audiobooks, zines, music and video streaming
- Develops and maintains print and online bilingual guides for digital resource use
- Works with Digital Services staff regarding room reservations, equipment, software, and other technology needed for programs

Assists with communication tools and quantitative/qualitative reports

- Maintains program and department calendars, electronic and other formats, in English and Spanish
- Collaborates with Creative Services and Public Relations teams regarding publicity of Hispanic Services programs, services, and displays
- Prepares monthly programming report and enters statistics by deadlines
- Contributes to the evaluation of the Hispanic Services programs by proactively making suggestions and recommendations for improvements
- Solves practical problems which may arise with Hispanic Services programming
- Writes in English and Spanish, and proofreads newsletters within designated deadlines
- Assists in developing a variety of programming and communication tools
- Assists Director of Hispanic Services with a variety of clerical tasks, including project timelines, statistics, and other reports
- Interprets and directs telephone and e-mail inquiries to appropriate staff
- Assists with the interpretation and translation of Spanish/English CSPD information
- Assists Spanish-speaking customers in public areas and by phone, as requested
- Other library related duties as assigned

KNOWLEDGE / SKILLS / ABILITIES

- Proficiency in written and oral communication both in English and Spanish
- Excellent interpersonal communication skills to relate well to individuals of various ages and backgrounds
- Must be tactful and respect confidentiality of library users and staff
- Must be comfortable with public interactions
- Must be a self-starter, able to work both alone and collaboratively with others
- Able to prioritize and manage time efficiently and effectively
- Able to work independently with accuracy and detail-mindedness
- Must be proficient with Microsoft Office
- Ability to use e-mail and other computer applications including social media
- Ability to drive a vehicle and have a valid driver's license and auto insurance required
- Ability to learn new technology, as needed, and be adept at using library equipment

- Ability to take direction from various levels of staff within the library
- Adapts well to changes in existing practices, library routines, workflows and suggestions for improvement

EDUCATION/EXPERIENCE QUALIFICATIONS

- Bachelor's degree or equivalent combination of education and relevant experience
- General office or customer service experience

TOOLS/EQUIPMENT

Use of the following equipment: PC computer/iPad tablet, copy machine, printer, public access catalog terminal, TV/VCR/DVD, video and digital camera, fax machine, pagers, portable radio, security system, camera, projector, AV equipment in Community Room closets, language translation equipment/applications, lighting, microphones.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to the library user both in person and in telephone conversations
- Must have visual ability to see computer screen and handwritten and printed text in a wide variety of formats and fonts
- Must be able to manipulate computer keyboards
- Must be able to manipulate and lift objects weighing up to 40 pounds
- Must be able to speak distinctly to small and large groups
- Must be able to work with and direct large groups of people
- Must be able to drive a car, hold a valid driver's license, and have a good driving record
- Must be able to walk distances of more than 100 feet inside and outside the building
- Must be able to push a cart of books weighing greater than 100 pounds
- Must be able to bend to stoop, bend, and reach
- Must be able to lift, move and carry small pieces of furniture or other equipment
- Must be able to sit or stand for extended periods during the work period
- Must be able to work in environment with families and young children
- Must be able to work scheduled hours, which may include evenings and weekends, and meet general attendance requirements

NOTE: The scope of the job may change as necessitated by the library's operational demands.