

CITY OF SALINAS

LITERACY ASSISTANT

BARGAINING UNIT/CLASS CODE:

SMEA / 108

DEFINITION

To perform a wide variety of general and confidential clerical duties in the Literacy Program of the Salinas Public Library with strong emphasis on customer service skills.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Literacy Program Manager. May receive indirect supervision from higher-level department staff. May exercise supervision over lower-level library positions and volunteers.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

Assist the Literacy Program Manager with matching tutors and learners. Act as receptionist; screen calls and visitors, and answer inquiries as applicable. Receive, sort and distribute incoming and outgoing correspondence. Maintain files and records of tutors and learners. Perform general and confidential clerical support services for the literacy program, including making appointments, arranging conferences and meetings, typing and filing. Assess learners using specially designed literacy scale; gather learner background information and administer scale. Assist in the preparation, scheduling and setting up of tutor training sessions. Contact tutor/learner pairs and small groups regarding progress. Assist tutors/learners in locating print materials by using the bibliographic database. Compile information and data for statistics on the literacy program. Assist the Literacy Program Manager in fundraising; prepare and contact local businesses and organizations to participate in the annual Spelling Bee, the Human Race and other fundraising activities. Prepare travel authorization, purchase requisitions and other required forms. Assist with the literacy newsletter SALT (Salinas Adult Learning Times); update and print address labels, sort and staple newsletters. Serve as support staff, managing the various Adult Literacy work sites. Assign routine tasks and provide technical instruction to part-time and volunteer workers. Perform a wide variety of technical and clerical work related to acquisition, cataloging, and circulation of literacy materials. Contact businesses and service oriented organizations which already have either tutors or learners to inquire about the possibility of establishing a partnership. Prepare literacy staff schedule weekly. Order and maintain supplies and equipment; maintain inventory controls. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines and related equipment; vision sufficient to read printed materials and distinguish colors; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop, climb and reach overhead; physical mobility sufficient to move about the work environment, physical strength to lift up to 20 lbs; may occasionally lift up to 30 pounds of books and teaching materials; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, occasionally moving boxes of materials from one site to another, reaching in all directions and occasional periods of time working at a computer terminal.

**CITY OF SALINAS
LITERACY ASSISTANT (continued)**

QUALIFICATIONS

Knowledge of:

Standard public library procedures. Library terminology. Library filing rules and procedures. Dewey Decimal system. Record keeping principles and procedures. Modern office methods, practices and procedures. English usage, spelling, grammar and punctuation. Basic mathematics. Computer usage.

Ability to:

Learn department policies, procedures, organization, and operating details. Promote the mission, values and standards of an effective organization. Maintain confidential data and information. Establish and maintain cooperative working relationships with staff and the general public. Deal courteously and tactfully with the public. Maintain accurate records. Work independently, exercising independent judgment and discretion. Communicate clearly and concisely, both orally and in writing. Understand and carry out oral and written instructions. Effectively organize workload.

Skills to:

Type at a speed of 40 words per minute. Operate a personal computer, microcomputer and/or word processor.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to graduation from high school/GED and two years experience in library work with public service experience.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 1-97, REV: 2-07