

# Schaumburg Township District Library

## Job Description

**Job Title:** Program Assistant  
**Department:** Community Engagement  
**Reports To:** Program and Outreach Manager  
**FLSA Status:** Non-Exempt  
**Classification:** Library Staff 3

### SUMMARY

The Program Assistant is responsible for supporting the Adult Program Coordinator in the organization and implementation of adult programs for the Library. The Program Assistant is also responsible for providing administrative support to the Programs and Outreach Department, and attending and facilitating programs, on- or off-site, making sure the program runs safely and smoothly.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Assist with organizing, staffing and evaluating Library programs for adults.  
Attend and assist with adult and family programs, including off-site programs.  
Act as primary contact for and coordinate needs of outside organizations that hold recurring events at the Library.  
Respond to and follow up on program proposals from the public.  
Provide general administrative and clerical support including communication with presenters, data entry, proofreading, financial tracking, vendor management, room scheduling, compiling statistics and reports, and posting department schedules.  
Assist with special projects and events under the direction of the Programs and Outreach Manager or the Adult Program Coordinator.  
Maintain department supplies and forms, order from central supply or Graphics department.  
Treat all patrons and employees fairly and with an open mind; maintain patron and employee confidentiality.  
Communicate problems that arise with supervisor or designee; particularly situations where patrons are not following Patron Code of Conduct.  
Communicate clearly in English, either in person, on the telephone and in writing; maintain the ability and patience to understand and be understood by non-English speaking patrons.  
Keep apprised of Library programs, policies and procedures, and building layout to most effectively assist patrons.  
Maintain working knowledge of computer systems and technology needed in the position or as an employee.  
Abide by the Standards of Excellence for employees, and the employment policies and procedures of the Library.  
Cope with the stress of the job and get along with coworkers.  
Attend meetings and training as required or requested.  
Other duties as assigned.

### SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

#### COMPUTER SKILLS

Ability to use workplace technology including email, internet, intranet, and Library database systems.

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### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts and percentages.

### **REASONING ABILITY**

Ability to define and solve practical problems, collect data, and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

No certificates, licenses, or registrations are required for this job.

### **OTHER SKILLS and ABILITIES**

Ability to maintain professionalism in representing the Library, with strong communication and customer service skills. Ability to multi-task with strong attention to detail and organizational skills. Must be able to embrace new technologies and work and solve problems independently. Available to work days and evenings, as needed, as required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **COMMENTS**