



**Mansfield/Richland County
Public Library**

**Vacancy Posting
& JOB DESCRIPTION
Community Resource
Specialist**

Applications will be accepted until 5:00 p.m. on Friday, November 1, 2024.

Complete an online application on our website: www.mrcpl.org/about/employment

Application forms are also available and accepted at all MRCPL locations.

Please include letter of interest and current resume with application.

This is a 16 hour per week position with a set schedule:

Week 1 = Mon thru Thurs, 4pm – 8pm

Week 2 = 2 evenings 4 pm – 8 pm and Saturday 9-5.

Reports to:	First Call 211 Coordinator	FLSA Status:	Non-exempt
Pay Grade:	17; \$17.24/hr to start	Location:	First Call 211 Office

Positions Supervised: None

POSITION SUMMARY: Under the direct supervision of the First Call 211 Coordinator, the Community Resource Specialist assists customers by telephone, electronic means and in person to identify and locate community resources and programs, using a variety of resources (electronic, print and others).

QUALIFICATIONS:

1. Bachelor’s degree is **required**, with emphasis on human services, social work, information management or communications preferred.
2. Experience with database development and use is preferred.
3. Experience and comfort working alone and in a team environment
4. Must be able to type quickly and accurately to complete search and data entry tasks
5. Basic computer skills and ability to use Microsoft Office, internet and email
6. Ability to read, write, speak and understand English
7. Reliability and above average work attendance with ability to work scheduled shifts including day, evening and weekend hours
8. Physical requirements: Engage in extended periods of sitting, standing, walking, typing and viewing computer monitors and using telephone and/or telephone headset. Engage in intermittent periods of driving, climbing stairs, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment
9. Favorable results of pre-employment background check.
10. Reliable transportation in order to meet work requirements.

11. Valid vehicle operator's license with acceptable driving record and current vehicle insurance. Travel may be required.
12. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of community organizations and social service programs (acquired after hire)
5. Knowledge of and ability to use the Community Information Database software (acquired after hire)
6. Demonstrated ability to communicate orally and listen actively with a diverse customer base, both in person and via telephone, email or text
7. Strong analytical and problem solving skills with attention to detail
8. Knowledge and experience with alphanumeric filing protocols
9. Ability to work effectively in close quarters with colleagues, sharing work space and performing tasks amid distractions, including conversations and equipment noises
10. Ability to simultaneously manage duties and complete work with multiple interruptions
11. Ability to understand and follow specific instructions
12. Ability to work independently in the absence of close supervision
13. Ability to prioritize work and efficiently carry out assigned tasks and projects
14. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
15. Ability to remain mentally alert, focusing attention on detail and accuracy

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email
2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers
3. Ability to use good judgment and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of applicable local, state and federal laws and the ability to communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System
10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understanding and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs

13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Exhibit professional, courteous and approachable demeanor at all times.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Within 6 months of eligibility and with on-the-job experience and training, must obtain professional certification from Inform USA as a Community Resource Specialist and consistently meet identified performance benchmarks.
5. Work collaboratively with the First Call 211 Coordinator and other employees and volunteers to provide accurate referrals from the Community Information Database to community members, adhering to the professional standards prescribed by Inform USA.
6. Conduct Information and Referral (I&R) interviews in person, by telephone or electronically, assessing customer needs and providing appropriate responses.
7. Use electronic databases, search engines, and other reference materials efficiently to provide accurate answers to customer inquiries.
8. Provide timely referrals following standard I&R protocols.
9. Adhere to strict confidentiality laws and protocols, especially regarding access to protected personal information.
10. Assist in maintaining and updating community information on department's databases through mailings, telephone contacts and electronic means, as needed.
11. Accurately log information regarding customers' needs and referrals made.
12. Cooperatively work with department staff to maintain the office filing system for documents, forms and other materials.
13. Establish and maintain effective professional relationships with community partners, service providers, clients and community stakeholders.
14. Maintain regular and predictable attendance.
15. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Maintain current working knowledge of community information trends and services through professional reading and attending job-related seminars, meetings, programs, events and similar educational offerings.
3. During declared emergencies, work extended shifts with pay differential.
4. Represent the Library and First Call 211 at meetings and events, as requested.
5. Recommend procedures for improved service, sharing ideas and participating in planning and presenting workshops.

6. Input materials and data on the department's web and social media pages, as requested.
7. Assist with volunteer training, when assigned.
8. Work Sunday rotation as scheduled.
9. Attend meetings as scheduled by the First Call 211 Coordinator.
10. Attend Staff Development Day, and additional workshops and seminars as assigned,
11. Perform additional tasks as required by the upward chain of command, which moves from the Community Resource Specialist to the First Call 211 Coordinator to the Director.