

Adult Learner Data and Applications Specialist (full-time): Hartford Public Library seeks creative and flexible individual for Adult Learner Services. Responsibilities: providing classroom and online educational support; community outreach; data collection and tabulation; and U.S. Passport Services. Minimum requirements: Bachelors Degree or equivalent experience required. **Bilingual: English/Spanish.** In accordance with U.S. Department of Homeland Security directives this position requires possession of U.S. citizenship. Starting salary \$40,000 Full requirements, job description and application are available online at <http://hplct.org/about/job-openings> or Administrative Office, Hartford Public Library, 500 Main Street, Hartford, CT 06103. **Applications accepted until filled.**

Date: January 2016

Position: Adult Learning Data and Applications Specialist

Department: Adult Learning

FLSA: Exempt

Reports To: Chief Adult Learning Officer

Supervises: BIA Accredited Representatives

SUMMARY OF RESPONSIBILITY:

The Adult Learning Administrative Assistant ensures a smooth entry of all division data into online data/case management systems. Monitors all administrative policies and procedures for effective delivery of services. Administers immigration and U.S. passport applications. May interface with Department of Homeland Security customer service staff and adjudication officers. This position ensures the highest level of confidentiality and service is provided to all customers. Saturday and evening hours required.

- Collects, inputs and tabulates data; and prepares annual and monthly statistical and fiscal reports.
- Works closely with legal counselors and instructors to track and update client/student demographic information.
- Coordinates trainings for department staff, volunteers, and interns.
- Oversees the activities of mailing and cashiering; ensures all equipment, materials and supplies are ordered and software subscriptions are maintained to meet required inventories, collects and submits contractor invoices.
- Oversees Passport Application services and executes passport applications.
- Supports legal counselors by collecting and organizing client documents; executes immigration applications as assigned.
- May interpret and translate for clients in languages other than English.
- Proctors GED Testing and other examinations as assigned

QUALIFICATIONS AND COMPETENCIES:

- Must be a United States citizen or U. S. national to apply and cannot hold any position which may result in a conflict of interest. Note: Applicant must be approved by the Department of State and must obtain passport certification within two months of hire.
- Bachelor's Degree in Business Administration or related field preferred.
- Two years prior experience in business operations and handling of cash and other receipts is required.

- Solid working knowledge of all MS Office suite software and online case management systems is required.
- Spanish language fluency preferred.
- Knowledge of Passport Agency and immigration procedures and processing preferred.
- Must be detail oriented and confidential.
- Prior experience working with a diverse community
- Solid written and verbal communication, listening, organization and priority setting skills.
- Knowledge of the principles and practices of modern library systems and programs is preferred.
- Strong commitment to working within a team environment is required.
- Ability to provide welcoming and effective customer service.
- Ability to work independently.
- Ability to think quickly, assess a situation and make a sound decision.
- Ability to work a varied schedule inclusive of evenings and weekends.
- Ability to create clear and concise reports, and to deliver them orally to a wide variety of audiences.

Mental and physical requirements:

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

- Must be able to perform continuous bending, twisting, stooping, reaching, pulling of a cart, and lifting of moderate to heavy weight material up to 50 lbs.
- Must be able to walk, sit and stand for extended periods during the shift.
- Must be able to travel to all facilities within the city, during all weather conditions.
- Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Ability to keep his/her composure with the public and co-workers in everyday, potentially stressful situations.

Review and understanding:

I have read and understand the contents of this job description, and agree to abide by Hartford Public Library's policies, procedures and practices.

Print name: _____

Signature: _____ Date: _____