

## **TAP Support Specialist – Full Time**

The TAP Support Specialist is responsible for providing educational and technology support to staff, instructors, and customers, including student/client intakes, assessments, referrals, and follow-ups. The TAP Support Specialist also performs a range of administrative and operational duties. This is a full-time position (37.5 hours per week) and requires staff to be available to work after school hours, as well as to attend occasional special events on evenings and weekends. This is a grant funded position, ending **06/30/2025**.

### **RESPONSIBILITIES INCLUDE:**

#### **ACADEMIC SUPPORT**

- Supports learners and instructors with remote and on-ground services.
- Conducts student/client intake.
- Administers and proctors educational assessments.
- Registers students on online educational and career development software
- Provides coaching on the use of learning software and devices.
- Determines whether students have a library card and assists them in obtaining one.
- Prepares classrooms and technology labs for instruction each day, ensuring all equipment is in working order.
- Organizes and makes sure all materials are put away at the end of class.

#### **INFORMATION & REFERRAL**

- Provides direct customer service, and contacts prospective clients/students directly in response to their phone/text/email inquiries.
- Evaluates and identifies the specific type of assistance needed.
- Provides referrals to appropriate services (internal and/or external) ensuring that clients' presenting inquiries align with agency/department scope of services.
- Follows up to determine if clients/students were able to connect with the recommended service referral.
- Determines whether referral to additional supportive services is necessary. If a student is eligible for Citizenship, provides information on the benefits of citizenship and offers support with the intake process.

#### **ADMINISTRATIVE**

- Gathers, monitors and records daily class attendance
- Follows up on student absenteeism, determines the cause and encourages them to return to class when feasible.

- Collects, tabulates and enters student data into databases (demographics, attendance, test scores, citizenship status, etc.) and generates daily, weekly, and monthly reports including student learning gains and accomplishments/outcomes.
- Offers Technical Support with immigration applications as assigned.

#### **COMMUNITY OUTREACH & RECRUITMENT**

- Assists with the implementation of outreach strategies that result in increased student participation, including the distribution of flyers, conducting public presentations, community table talks and poster sessions.
- Performs other duties as assigned

#### **EDUCATION and EXPERIENCE/QUALIFICATIONS**

- Bachelor's Degree in related field
- Two years administrative experience in an educational setting
- Demonstrated excellent customer service in an urban multicultural setting
- Proficiency in Microsoft products and current technologies
- Excellent interpersonal, written, and oral communication skills
- Ability to work both independently and collaboratively
- Demonstrated experience working effectively with diverse students, faculty, and staff
- Spanish-speaking skills preferred

#### **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach and pull
- Ability to maintain composure in everyday, potentially stressful situations
- Ability to meet a flexible work schedule, including evenings and weekends
- Able to walk, sit and stand for extended periods
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

#### **What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program

- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

### **What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more!

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **TAP Support Specialist** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

**Hiring Range:** \$46,702.50 - \$49,371.14 **DOE**

**Hartford Public Library is an Equal Opportunity Employer.**