

JOB DESCRIPTION

Outreach Assistant

General Statement: Library Outreach Assistant supports Hartford Public Library's mission & core values and provides assistance to outreach services.

Job Classification: G-4 (Union) **Schedule:** Day, evening, & weekend hours.

Supervisor: Multicultural Education and Outreach Manager

Supervised Staff: None

Essential Job Functions:

Coordinate intakes and assessments of adult literacy/ESOL students; oversee monitoring their progress; maintain and update student records; compile statistical reports on performance.

Perform duties of administrator for Comprehensive Adult Student Assessment System.

Instruct students, tutors, and others on use of educational software.

Assist Adult Basic Education instructors; substitute as needed.

Train outreach interns, volunteers, and instructors on programs and services.

Assist customers in understanding immigration and other application forms.

Serve as liaison to targeted populations and their families at community centers, social service agencies, schools and churches; provide information about outreach activities, facilities, and services.

Promote services at sites where targeted populations are being served;

Translate documents and provide interpreter services for Spanish speaking customers.

Create and deliver persuasive presentations on library services and programs to groups and individuals.

Compile program data and analyzes past and current to provide budget input and justify funds requested.

Prepare and submit invoices for contractual staff and department purchases.

Order and process books and other materials.

Participate on committees, including neighborhood teams.

Perform other duties as assigned.

Minimum Qualifications:

Demonstrated commitment to customer service.

Excellent interpersonal and communication skills with demonstrated ability to successfully work with teachers in a collaborative coaching/mentoring role

Demonstrated ability to initiate, organize, and set priorities in team environment as well as work independently within the parameters of library's priorities.

Operate computers and relevant software.

Ability to establish and maintain effective working relationships with customers and staff in a diverse environment.

Minimum Requirements:

Bachelor's degree in related discipline, or an equivalent combination of education, training, and experience.

Knowledge of CASAS assessment tools.

Knowledge of business arithmetic and statistical analysis techniques.

Minimum one year experience working with an Adult Basic Education program.

Verbal and written fluency in Spanish preferred.

Valid CT driver's license.