COMMUNITY EDUCATOR

Department: Public Services  Class Code: 870
Revised Date: November 2018  FLSA Status: Exempt

GENERAL PURPOSE: Under general supervision, coordinates and delivers library programming; participates in community outreach activities; build relationships with community partners; responds to complex reference and information requests escalated from library staff, and performs other related duties as assigned.

PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Connects Spokane’s diverse communities with education, information and programming.
- Cultivates a strong sense of community.
- Coordinates and performs community outreach activities.
- Delivers public presentations to the community.
- Partners with local organizations to build synergy within the community.
- Provides community groups and businesses with cutting edge resources to meet their goals.
- Provides customer service, reference, and readers’ advisory services.
- Instructs customers in the use of Library equipment and resources.
- Develops, coordinates, and facilitates public classes and workshops.
- Plans programs and events independently and in collaboration with other library staff.
- Interprets and explains Library policies and procedures; resolves customer issues and complaints.
- Supervises, trains, and evaluates the performance of assigned personnel.
- Responsible for a branch or department in the manager’s absence.
- Supports the principle of free, open, and unrestricted access to information and ideas regardless of the medium in which they exist.
- Actively participates in SPL culture/community.
- Performs other duties as assigned or required.
MINIMUM QUALIFICATIONS:

Education and Experience:
Bachelor’s Degree and experience providing education to the public; or a relevant combination of education and experience.

Required Licenses or Certifications:
● Must possess a valid Driver’s License.

Preferred Knowledge of:
● Operations, programs, and services relative to public library operations.
● Community outreach principles and activities.
● Computer systems, databases, and software.
● Customer service standards and protocol.

Preferred Skill in:
● Independence, proactivity, calculated risk-taking, problem solving, and decisiveness.
● Working efficiently and independently with minimal supervision.
● Developing, coordinating, and delivering educational presentations to audiences.
● Conducting community outreach and promoting programs and services to the public.
● Establishing and maintaining effective working relationships with other staff, departments, outside agencies, vendors, community groups, customers, and the general public.
● Effective communication.
● Ability to balance organization, department, branch, and personal goals.
● Providing outstanding and innovative programs
● Building positive partnerships with community organizations

Physical Demands / Work Environment:
● Work is performed in a public library environment and is subject to sitting, standing, walking, bending, reaching, climbing step stools/ladders, and lifting of objects up to 40 pounds.
● Must be able to push/pull fully loaded book carts and lift/carry library materials and equipment.
Video Production addendum

- Designs comprehensive, outcome-based video education program for Spokane Public Library.
- Leads video lessons in one-on-one and group settings.
- Teaches video engineering skills in live and studio environments.
- Partners with local organizations to expand the library’s video resources.
- Mentors and develops the skills of volunteers.
- Designs video-based programming.
- Assists with video production for live events.
- Guides the development of the library’s video equipment collections.
- Empower and inspire customers to learn new videography skills.
- Provide citizens with the ability to build performance confidence.
- Develops annual student video showcase.
- Collaborates with other departments for promotional purposes
- Coordinates and performs community outreach activities.
- Delivers public presentations and acts as the face of the library in the community.
- Promotes the Library’s programs and services.