GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is primarily responsible for assisting with planning, marketing, conducting, and facilitating programs at all library branches and outreach locations of the Newport News Public Library System. Reports to the Community Relations and Programs Coordinator.

ESSENTIAL JOB FUNCTIONS

Creates and implements a regular schedule of programs and events for each library location, including researching, contacting and negotiating with potential program presenters and performers; may coordinate Programming Committees consisting of Programming staff from the library branches. Monitors programs, including assisting branch programming staff with obtaining and preparing all necessary materials; develops and proposes new programs and special events in response to customer and community requests and needs.

Responsible for assisting the Community Relations and Programs Coordinator to employ various strategies and methods to market programs to a broad audience, including assisting with writing articles, maintaining community contacts, and uploading events onto NNPLS’s online events calendar. Assists with ensuring library programming aligns with the Newport News Public Library System’s strategic plan and incorporates departmental objectives into planning and implementation; enters program statistics into library database software.

Participates in the regional initiatives by attending all planning meetings, collaborates with other participating libraries, and coordinates programs in association with regional initiatives; may serve as lead in regional activities or initiatives.

Maintains programming budgets; records all expenditures, check requests, tax documents, and other receipts, including contractual documentation.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.
REQUIRED KNOWLEDGE

- **Library Administration** – Knowledge of the principles, methods and practices of library science. Knowledge of library related database systems and networks.
- **Programming** – Knowledge of program planning and implementation to include research, development and evaluation methods that align with the organization’s strategic plans. Knowledge of library operations and available resources to include professional library philosophies, principles and practices.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- ** Judgment/Decision Making** – Evaluates the best method of research and exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include library patrons and representatives from other departments and organizations.

REQUIRED ABILITIES

- **Time Management** – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines. maintains a calendar for meetings, deadlines, and events.
- **Communication** – Excellent ability to communicate complex ideas and proposals effectively to include preparation of reports, financial data and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- **Financial Management** – Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires a Bachelor’s Degree in English, Marketing, or a related field and 1 – 2 years of directly related experience or any equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver’s license with an acceptable driving record.
PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.