

# S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T

<b>Job Title</b>	Literacy Program Coordinator		
<b>Reports to</b>	Public Services Manager	<b>Supervises</b>	Camp Counselor Volunteers (Reading Buddy)
<b>FLSA/WMWA Status</b>	Not eligible for overtime	<b>Remote Work Status</b>	Eligible for remote work
<b>Revision Date</b>	March 2025	<b>Compensation Band</b>	MP3
<b>Working Hours</b>	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
<b>Required</b>	Background & driver license check		

<b>Job Overview</b>
Working independently with general guidance, this position is responsible for designing, implementing, and evaluating the District's literacy programs.

<b>Qualifications</b>	
The ideal candidate will be able to build relationships at all levels, have a degree in Early Childhood Education or Elementary Education (or related field of study), two years of coordinating/managing education, literacy, volunteer, or similar programs, with two years' experience working with children in a professional capacity. The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to library services
	Clearly communicate impact of statistics to stakeholders and outside parties
	Communicate effectively with staff and customers
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines.
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply and support system wide policies, procedures and services
	Maintain confidentiality of customer information
	model behavior for high levels of service
	Navigate the public-school landscape
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings.
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Children's literature and literacy
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	Principles and practices of library resources, programs, and services
	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

**Job Duties**

*The duties listed are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Coordinates library service and program delivery to identified sites/partners.

Collaborates with Public Services Managers and Library Operations Manager to assign and schedule volunteers/staff; may coordinate with other staff to recruit volunteers.

As part of a service priority team, develops, and implements the District's literacy programs such as Reading Buddies and Primetime Family Reading, in coordination with Public Services Managers and Librarians.

Identifies potential sites and establishes community partners.

Collaborates with Public Services Managers to maintain positive working relationships with identified community partners, schools, etc.

Evaluates impact of programs by collecting data and other evaluative tools.

Gathers statistics, audit volunteer hours and services performed, and produces reports and tracking information.

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

In addition, this position may:

- Respond to customer inquiries regarding library services and operations.
- Clean & disinfect work and public areas of the library.
- Perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other duties as needed or as directed.

**Supervisory Responsibilities**

*The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Participate in the hiring process.

Provide constructive feedback and on-time performance evaluations.

Identify training needs and recommend/assign training to meet those needs.

Set priorities and expectations.

Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills.

**Work Environment**

Work is performed in a library or office, or at a partner facility.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

**Physical Demands**

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

**Psychological Demands**

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.