

# LITERACY COORDINATOR

(Range 117)

## **DEFINITION**

This position is primarily responsible for assisting the Literacy Services Manager in the day-to-day efficient operation of the Literacy Services department by performing a variety of tasks including coordinating the needs of department staff, managing systems, creating and implementing departmental standard operating procedures, and identifying opportunities to improve customer service and department efficiency.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction and supervision from the Literacy Services Manager.

## **RESPONSIBILITIES:**

**Essential and marginal functions and responsibilities may include, but are not limited to the following:**

1. Supports the overall mission of the Library District by providing exceptional internal and external customer service to promote a positive library experience.
2. Provides office management support to assist the Literacy Services Manager and the Literacy Services department to ensure that grant program goals are achieved.
3. Creates and maintains Literacy Services department standard operating procedures for department positions and volunteer office staff. Monitors workload and work activities, establishes priorities, and meets established deadlines.
4. Supervises department staff and ensures that effective departmental processes and procedures are followed.
5. Creates and maintains staff and department procedures for assisting customers seeking literacy or workforce development services. Coordinates with staff to identify service needs of a customer, and initiates the customer workflow experience.
6. Coordinates the onboarding process for newly hired contracted and substitute instructors. Ensures that each new instructor has completed all necessary requirements such as, but not limited to, a volunteer background check, required paperwork for financial processing, and provides an orientation of library expectations and training needs of the Literacy Services department.
7. Creates and manages instructor contract requests, initiates requests for contracts, ensures signatures are obtained in a timely manner, and creates check requests as necessary for contracted instructors and substitutes.
8. Develops, coordinates, and/or maintains the following: literacy class schedule for the program year; class lists and schedule updates for each cycle; input for HiSET and NCRC testing schedule; customer pre-test and post-test schedules; and assists with the administration of customer pre-tests and post-tests.

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9. Submits recommendations to the Literacy Services Manager for any improvements to the organization and/or operation of the Literacy Services department.
10. Assists the Literacy Services Manager in collecting department data, and in the preparation of department planning and budgeting documents, including goals and objectives for the Literacy Services department.
11. Updates content on the Library District website for upcoming Literacy Services programs.
12. Plans, prepares, and executes community events to promote the Library District.
13. Builds and sustains relationships with Library District community partners.
14. Participates and contributes as an active member of a working team to increase the efficiency and effectiveness of the Literacy Services department.
15. Perform any other related duties and responsibilities as assigned.

**Marginal Functions:**

1. Participates in Library District committee work when needed.
2. Attends and participates in professional association meetings, seminars, and other applicable training sessions.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:**

1. Professional public library principles, practices, and techniques.
2. Library District and Department policies, procedures, terminology, and functions.
3. Current trends and developments in the field of adult literacy including Adult Basic Education, English Language Learners, High School Equivalency, and Family Literacy programs and services.
4. Standard assessment tools such as Comprehensive Adult Student Assessment Systems (CASAS), Test of Adult Basic Education (TABE), High School Equivalency Test (HiSET), and National Career Readiness Certificate (NCRC).
5. Emerging technologies in the library field.
6. Basic research and public presentation techniques.
7. Training techniques.
8. Sources and availability of current information.
9. On-line tools and resources, and the Internet.
10. Principles and techniques of delivering effective oral presentations.

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11. The principles of grant funding, including source identification, application, and administration.
12. Literacy Services methods and principles.
13. Effective supervisory techniques and principles.
14. Basic accounting principles and procedures.
15. Filing practices and procedures.
16. Correct English usage, spelling, punctuation, and grammar.
17. Knowledge of business letter writing and report preparation.
18. Knowledge of record keeping and filing principles and methods.

**Ability to:**

1. Comply with all federal, state, and local laws, regulations, and codes.
2. Schedule and manage multiple projects.
3. Plan, research, develop, and implement educational programming.
4. Plan, organize, and manage complex projects for accurate and efficient results.
5. Use initiative and independent judgement within established procedural guidelines.
6. Maintain confidentiality.
7. Initiate own work, set priorities, and meet critical deadlines.
8. Contribute effectively to the accomplishment of team or work unit goals, objectives, and activities.
9. Serve customers with patience, tact, and courtesy.
10. Establish and maintain effective working relationships with all internal and external customers, community partners, and vendors during the course of work.
11. Exercise good judgement and make sound decisions.
12. Work quickly and accurately.
13. Work both independently and as a part of a team.
14. Accept and manage change and maintain flexibility.
15. Understand and follow oral and written instructions.
16. Communicate clearly and concisely, both orally and in writing.

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17. Maintain the mental capacity for effective interaction and communication with internal and external customers.
18. Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:
  - standing, walking, or sitting for extended periods of time;
  - bending, reaching, stooping, and pushing;
  - lifting and carrying;
  - operating assigned equipment;
  - operating vehicles including cars, trucks, and vans.
19. Maintain effective auditory and visual perception needed for:
  - making observations;
  - communicating with others;
  - reading and writing;
  - operating assigned equipment;
20. Supervise and direct the work of subordinate staff.
21. Prioritize and perform multiple tasks concurrently.
22. Maintain effective working relationships with those contacted during the course of work.
23. Generate accurate reports.

**Skilled In:**

1. Use of personal computers and associated software.
2. Use of library and basic office equipment.
3. Use of automated library systems.

**Training and Experience:**

Bachelor's Degree in Education, Management, or a closely related field to Literacy; and three (3) years of experience in education, office management, grant-writing in an educational setting, governmental agency, or a non-profit organization required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.

**License, Certificate, or Special Requirements:**

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

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**Physical Requirements:**

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces; frequent bending, stooping; lifting or carrying moderately heavy (20-50 lbs.) items and occasionally very heavy (50 lbs. and over) items; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time. Tasks require sound, color, depth and visual perception and the ability to communicate orally and in written form.

**Environmental Requirements:**

Tasks are performed in an office setting with frequent local travel and occasional long-distance travel. Minimal exposure to adverse environmental conditions.

**JOB CODE:**

**FLSA: EXEMPT**  
**CBA: NON-MANAGER**  
**DEVELOPED: MAY 15, 2018**