

LITERACY ASSISTANT

(Range 105)

DEFINITION

This position is primarily responsible for performing clerical duties and customer service tasks in support of the Literacy Services department.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Literacy Coordinator.

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. Disseminates information to prospective students, tutors, and instructors seeking literacy or workforce development program offerings by following department and Library District established procedures. Services offered may include but are not limited to English Language Learning (ELL), Adult Basic Education (ABE), computer assisted classes, career readiness skills, Career Online High School (COHS), math proficiency, and workforce development.
3. Recruits and enrolls students and volunteers in to Literacy Services programs. Distributes Literacy Services program information throughout the community.
4. Facilitates student access to online registration and other online learning resources. Coordinates meetings/interviews to conduct pre-testing and post-testing assessments for students and instructors, assists students with enrollment, and provides follow-up communication to students and instructors. Interacts with students, tutors, and instructors both over the telephone and in writing.
5. Maintains up-to-date student contact information, evaluations, and other required paperwork.
6. Assists students and instructors in the use of department computers, software programs, and print material.
7. Utilizes a personal department computer to manage student attendance, records, and assessments using Literacy Services software applications and databases.
8. Plans, prepares, and executes community events to promote the Library District.
9. Builds and sustains relationships with Library District community partners.
10. Participates and contributes as an active member of a working team to increase the efficiency and effectiveness of the Literacy Services department.
11. Performs any other related duties and responsibilities as assigned.

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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 and adult literacy fields.
6. Training techniques.
7. Sources and availability of current information.
8. On-line tools and resources, and the Internet.
9. Principles and techniques of delivering effective oral presentations.
10. Principles of grant funding, including source identification, application, and administration.
11. Literacy Services methods and principles.
12. Correct English usage, spelling, punctuation, and grammar.
13. Knowledge of business letter writing and report preparation.
14. 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. Use initiative and independent judgement within established procedural guidelines.
4. Maintain confidentiality.

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5. Initiate own work, set priorities, and meet critical deadlines.
6. Contribute effectively to the accomplishment of team or work unit goals, objectives, and activities.
7. Serve customers with patience, tact, and courtesy.
8. Establish and maintain effective working relationships with all internal and external customers, community partners, and vendors during the course of work.
9. Exercise good judgement and make sound decisions.
10. Work quickly and accurately.
11. Work both independently and as part of a team.
12. Accept and manage change and maintain flexibility.
13. Understand and follow oral and written instructions.
14. Communicate clearly and concisely, both orally and in writing.
15. Maintain the mental capacity for effective interaction and communication with internal and external customers.
16. 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.
17. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment;
18. Prioritize and perform multiple tasks concurrently.
19. Maintain effective working relationships with those contacted during the course of work.
20. Generate accurate reports.

Skilled in:

1. Use of personal computers, peripheral equipment, and associated software.

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2. Use of library and general office equipment.

Training and Experience:

High school diploma or GED equivalency required.

One (1) year of general clerical experience; computer experience; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

License, Certificate, or Requirements:

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

Physical Requirements:

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent light lifting (5-10 pounds) and moderate lifting (11-20 pounds) or moving items of moderately heavy weight (20-50 pounds); frequent bending, reaching, pushing and stooping; the sustained operation of such devices associated with equipment used to perform tasks required of the position; 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. Minimal exposure to adverse environmental conditions.

FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: MARCH 18, 1998

REVISED: JUNE 11, 1998
MARCH 13, 2018
NOVEMBER 29, 2018