

Program & Outreach Associate

Department and Level of Authority

- Marketing, Part-time
- Works under the general direction of the Marketing & Outreach Manager. In the absence of the Marketing & Outreach Manager, reports to the Marketing & Communication Director. In their absence, reports to the Executive Director.

Position Summary

The Program & Outreach Associate is a very people-focused, passionate individual who helps to maintain a positive image of the library and park. The Associate plays an important role by supporting the work of the Marketing & Outreach Manager by assisting in program and event management, outreach activities, the Volunteer Program, and the Homebound Program. This position also supports marketing efforts and various departments involved with programs and events.

Key Responsibilities

The essential functions or duties listed below are intended only as examples of the various types of work that may be required to 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.

- Helps seek program presenters and assists with community partner programs and outreach.
- Aids in program assessment by collecting attendance records and providing monthly statistical reports to the Marketing & Outreach Manager as well as the Marketing & Communications Director.
- Assists in the promotion of programs and events.
- Works with organizations using our facility where we are the host of their events.
- Helps coordinate facility rentals by private parties.
- Works with Facilities department in the set-up, break-down, and clean-up of program/private event spaces including move-in and move-outs with the Hoxie Gallery, The Cottage, and The Pop-Up at Coy.
- Assists presenter(s) with equipment set-up and introductions (where needed) and ensures that both the presenter(s) and patrons have a pleasant experience.
- Takes the lead in coordination of volunteer applications, vetting, and placement of qualified candidates.
- Assists with various office tasks such as ensuring all applications (volunteers, meeting space rentals) received are accessible digitally, updating marketing on bulletins and kiosk, request follow-ups and daily to-dos.
- Screens Homebound applications, matches volunteers with applicants, and coordinates with various departments to facilitate delivery.
- Maintains a running inventory of all program equipment in meeting space storage spaces.
- Performs other duties as required or assigned.

Essential Skills

- Highly organized
- Ability to multitask
- Strong communication and collaboration skills.
- Commitment to spreading the values of the organization to new audiences.
- Ability to analyze situations quickly and objectively and take appropriate action as necessary.
- Establish and maintain a positive working relationship with a diverse community of patrons and staff.
- Exhibits flexibility and willingness to work in a dynamic, busy, and changing environment.
- Work a flexible schedule that includes nights and Saturdays.
- Ability to adapt to new and changing technologies.
- Have working knowledge of internet navigation, Microsoft Office Suite and Adobe Creative Cloud.

Minimum Qualifications

- Customer service experience
- Excellent verbal and written communication skills.
- Ability to present information concisely and effectively, both verbally and in writing.
- Ability to organize and prioritize work.
- Ability to work independently with little supervision.
- Must have a valid driver's license and own vehicle

Preferred Qualifications

- Associate's degree or equivalent work experience
- Experience in a library setting
- Marketing and/or public relations experience
- Proof reading and editing experience

Working Requirements

- Performs tasks with a high degree of independence and accuracy.
- Library policies and procedures must be observed and followed.
- Ability to maintain confidentiality with privileged and financial information.
- Up to half of time may be spent standing, walking, stooping or reaching with hands or arms.
- Frequently required to lift/push up to 25 pounds, occasionally lifting/pushing up to 50 pounds is required.
- Ability to sit and use a computer workstation for extended periods of time.