CITY OF FARMINGTON
Volunteer Service Description

Title	Library Public Computer Class Ambassador
Pay Class	Volunteer - Unpaid
Commitment	Minimum 6 month; weekly, approx. 6 hours each week
Number of positions	

Department/Division	Library	**Latest Review Date**	3/2013
Personnel Review		**Department Review**	K. McPheeters

Job Duties:

Essential Duties: works under the supervision of the Computer Support Supervisor

- Assists the library computer lab technician/supervisor during computer classes.
- Helps to keep students up to pace in the class.
- Responsible for assisting patrons with basic use of library's public computers.
- Uses basic knowledge of computers, Microsoft Windows, Microsoft Office, and the World Wide Web to carry out volunteer duties.
- Use of excellent customer service skills establish and maintain effective working relationships with other volunteers, officials, and all members of the general public.

The duties listed above are intended only as an illustration of the various 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

Qualifications:

This position is subject to the City of Farmington's Drug and Alcohol Free Workplace Policy which includes: pre-volunteer testing, post-accident testing, reasonable suspicion testing, return to duty testing, and follow-up testing.

- Must have basic knowledge of computers, and programs like Microsoft Windows, Office 2007, and the World Wide Web.
- Comprehensive understanding of library procedures, which may be attained through on the job training.
- Knowledge of basic mathematical functions such as addition, subtraction, multiplication, etc.
- Ability to learn and sufficiently operate the library's computers in order to assist patrons with the on-line catalog, electronic databases, the Internet, and other computer applications.
- Ability to communicate courteously and effectively with the public on all age levels, abilities, and cultural backgrounds.
- Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel and the public.

- Ability to follow verbal and or written instructions.
- Ability to work under stress and handle stressful situations.
- Ability to operate tools and equipment listed.

Tools and Equipment Used:

- Library computer system
- Personal computer
- Printer

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the volunteer is frequently required to stand, walk, sit and talk or hear. The volunteer is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The volunteer is occasionally required to balance; stoop, kneel, crouch or crawl.

The volunteer must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet.

We are an Equal Opportunity Employer, M/F.