

# CITY OF FARMINGTON VOLUNTEER SERVICE DESCRIPTION



<b>Title</b>	Library Volunteer Patron Services Ambassador
<b>Pay Class</b>	Volunteer – Unpaid
<b>Commitment</b>	6 month commitment, following extensive training (8-12 hours); weekly, approx. 4-6 hours
<b>Number of positions</b>	2 – 4 depending on availability

<b>Department/Division</b>	<u>Library</u>	<b>Latest Review Date</b>	<u>3/2013</u>
<b>Personnel Review</b>		<b>Department Review</b>	<u>K. McPheeters</u>

## **Job Duties:**

Essential Duties: works under the supervision of the Patron Services Coordinator, Patron Services Supervisor and Patron Services Technician.

- Using excellent customer service skills, establishes and maintains effective working relationships with other employees, City officials, and all members of the general public.
- Remaining in the rotunda near the front door, answers a variety of questions about the library and its programs, services and business hours.
- Recognizes when to respond directly to patron's question and when to answer by escorting patron to the appropriate service desk.
- Maintains up-to-date and accurate knowledge about the array of classes and programs that the library is currently offering as well as up-to-date and accurate knowledge about all events in the library's various program spaces.
- Keeps up with daily changes in classes, programs, and events.
- Explains to any member of the public of any age or background, clearly and succinctly, the requirements for obtaining a library card.
- Explains basic library policies in clear and succinct terms to any member of the public of any age or background.
- Answers common questions about the library art and architecture.
- Maintains basic familiarity with the online catalog and its features and services.
- Assists patrons whose items set off the gate alarm.
- Briefly explains the benefits of using the automated return when patrons drop off items in the rotunda book drop.
- May also assist patrons with their self-checkout and carry items to patron's vehicle if needed.
- Follows written and/or verbal instructions.
- Attendance at work is an essential function of this position.

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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's Drug- and Alcohol-Free Workplace Program, which includes pre-employment testing, post-accident testing, reasonable suspicion testing, return to duty testing, and follow-up testing.

- Some knowledge of Dewey Decimal and alpha-numeric classification system is necessary.
- Must be able to commit to completion of extensive on-the-job training regimen (8-12 hours).
- Extensive background checks required.
- Duties must be performed quietly and capably. There is little opportunity for social interaction; each individual patron interaction should be less than 3 minutes.
- Must be able to stand for the duration of the shift.
- Must be able to lift and carry up to 25 pounds.
- Ability to learn and perform repetitive tasks and follow written and/or oral instructions.
- Ability to establish and maintain working relationships with library staff, other volunteers, supervisors, other City personnel and the public.

## **Work Environment:**

The work environment characteristics described here are representative of those a volunteer 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.

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