

DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Home Library Services Delivery Helper

DEPT: Volunteer Services

REPORTS TO: Volunteer Services Manager-
Outreach Services Manager

DATE: 06/2021

BASIC FUNCTION: This volunteer opportunity is responsible for assisting staff at the Outreach Services department of the Dayton Metro Library with delivery items to patrons in the Home Library Services program.

ESSENTIAL DUTIES:

1. Provides courteous, welcoming and prompt service to library patrons when delivering items.
2. Assists Library staff in loading and unloading delivery bags.
3. Provides basic information about the library regarding upcoming programs and services, when asked.
4. Refers patrons to library staff as needed.
5. Performs other volunteer duties as assigned.

COMPETENCIES: To successfully serve as a volunteer Home Library Services Delivery Helper at the Outreach Services Department, an individual should demonstrate the following competencies.

Adaptability/Innovation: Welcomes and adjusts to changing situations, conditions, and work responsibilities. Develops and implements resourceful ideas that provide positive solutions to all types of workplace challenges.

Communication: Connects with others, both verbally and via written means, to effectively provide thoughtful, timely, and accurate information across all organizational levels and with all appropriate people in a professional manner.

Customer Service: Proactively, effectively, and pleasantly meets the needs of both internal and external library customers. Prioritizes service to patrons above all other tasks.

Dependability/Accountability: Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.

Organizational Support: Understands and supports the library's mission, vision, culture, and structure and demonstrates a comprehensive understanding of the library's policies and procedures. Supports everyone's efforts to succeed. Works effectively as part of a team.

QUALIFICATIONS:

Communication Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to speak effectively when addressing individuals and apply active listening skills. Ability to communicate effectively when dealing with staff and patrons.

Education and experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

Equipment, Tools and Materials: Ability to use computer equipment and standard office equipment required.

Physical Requirements: Ability to periodically bend, lift up to 20lbs, reach, turn, hold, carry, grasp, walk, stand, and use keyboard. Specific vision abilities required by this job include close vision and distance vision. Ability to speak and hear required.

Technical Skills: Ability to use computer equipment to view volunteer schedule and to log volunteer hours.

*To perform this volunteer opportunity successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job.