

DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Special Event Helper

DEPT: Volunteer Services

REPORTS TO: Volunteer Services Manager
Location Manager

DATE: 6/2021

BASIC FUNCTION: This volunteer position is responsible for providing assistance to Library staff and patrons and Special Library Events.

ESSENTIAL DUTIES:

1. Interacts with patrons in a friendly, welcoming and positive way.
2. Provides assistance Library staff for setting up and cleaning up the Event Kit and other materials for special library programs.
3. Supports Library staff in various projects for preparation of the event.
4. Provides basic information about the Library regarding upcoming programs and services to attendees.
5. Greets individuals as they arrive for the Event.
6. Counts attendees for statistical and reporting purposes.
7. Helps to maintain a peaceful environment during the event.
8. Refers patrons to Library staff as needed.

COMPETENCIES: To successfully serve as a volunteer Special Event Helper, 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, 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.