



VOLUNTEER SERVICE DESCRIPTION

CITY OF FARMINGTON



TITLE: PATRON SERVICES AMBASSADOR

PAY CLASS: VOLUNTEER-UNPAID

COMMITMENT: MINIMUM 6 MONTH; 6 HOURS PER MONTH

NUMBER OF POSITIONS: 2 – 4 DEPENDING ON AVAILABILITY

DEPARTMENT/DIVISION: LIBRARY

IMPACT

The City of Farmington's Mayor's Volunteer Program (MVP) provides a wide range of opportunity for volunteers to contribute their knowledge, talent, and energy toward improving the quality of life in our community. MVP recognizes volunteers as instrumental partners in strengthening our community's bond and works to cultivate and model the generosity of spirit, time, and resources to further volunteer engagement and its stakeholders toward community participation.

JOB DUTIES

ESSENTIAL DUTIES: Reports and works under the supervision of the Patron Services Coordinator, Patron Services Supervisor and Patron Services Technician.

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.

The duties listed above are intended only as illustrations 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.

Completes Volunteer Candidate Application online and interview.

Background check is required.

Attends orientation and training.

Ability to establish and maintain working relationships with co-workers, supervisors, and other city personnel and the public.

Responsible for reporting volunteer hours.

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).

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.

TOOLS AND EQUIPMENT USED:

All volunteers under the age of 18 are prohibited by state law from working with equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by a volunteer to perform the essential functions of the job successfully. 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 walk, stand, talk and hear. The volunteer is 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 climb, balance, stand, stoop, kneel, crouch, or crawl.

The volunteer must occasionally lift and/or move up to 25 pounds. The volunteer will occasionally push fully-loaded book carts requiring up to 25 pounds of force. 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 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.
