

COMMUNITY INFORMATION PROGRAM ASSISTANT

DEFINITION

Under supervision, to perform paraprofessional level work in support of the Community Information Program of the Monterey County Free Libraries and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position classification in the Library responsible for the maintenance and distribution of community information directories. This position requires interpersonal skills necessary for dealing with human service agencies servicing culturally and ethnically diverse groups.

This position is distinguished from positions in the Librarian and Library Assistant career series in that the latter classifications require a knowledge of library science.

EXAMPLES OF DUTIES

1. Contacts special service and other human resource help agencies to gather information about the services provided. Summarizes the data to update and maintain community human resource referral directories, utilizing computer technology, for use by service providers and county residents
2. Develops and utilizes training materials and trains information resource providers on proper use of the directory
3. Promotes public awareness utilizing various media to encourage human resources agencies to participate and to make the public aware of the Information and Referral resources available through County agencies, libraries, non-profit organizations and other sites
4. May serve as lead worker over clerical personnel assigned to the Community Information Program
5. Writes and publishes community information directories, updates and quarterly newsletters
6. Prepares related reports, correspondence and memoranda
7. Utilizes calls and visitations to market sales of directories

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8. Attends community meetings and functions as a representative of the library's Community Information Program
9. Processes invoices and fills orders for directories
10. Installs computer disc version of referral directories on users personal computers.

QUALIFICATIONS

Any combination of education, experience and/or training which substantially demonstrates the following knowledges and skills:

Working knowledge of:

1. Community human service agencies and their functions
2. The uses and applications of available public service and advertising media.

Some knowledge of direct marketing techniques.

Skill to:

1. Establish and maintain cooperative working relationships with a broad range of agencies which service culturally and ethnically diverse groups
2. Read and write, in English, clear and concise correspondence and reports
3. Analyze, evaluate and draw logical conclusions from data
4. Speak before others for the purpose of providing information and explaining procedures
5. Communicate effectively for the purpose of persuading others to participate in a program or activity and to purchase program directories and related products
6. Work independently with minimum supervision
7. Use a word processing software on a personal computer.

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EXAMPLES OF EXPERIENCE AND TRAINING

The knowledges and skills listed above may be acquired through various types of education, training or experience. A typical way to acquire the required knowledges and skills would be:

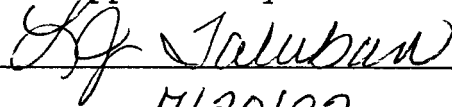
Education

Equivalent to two (2) years of experience working with human services agencies, projects or programs which provided a knowledge of available services and their functions.

Bargaining Unit: J
EEO Category: OC

SDF:km
6/25/92

Approved by



7/20/92

Date