

# DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

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**OPPORTUNITY TITLE:** Job Seekers Helper

**DEPT:** Volunteer Services Public  
Services Administration

**REPORTS TO:** Volunteer Services Manager  
Branch/Department Manager

**DATE:** 5/2018

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**BASIC FUNCTION:** This volunteer opportunity is responsible for providing assistance to Library patrons during drop in Job Seekers program.

**ESSENTIAL DUTIES:**

1. Meets in the Library to assist patrons in reviewing resumes, cover letters and with job applications.
2. Supports patrons by providing assistance with paper and online job applications.
3. Provides constructive criticism and feedback of patron's resumes and cover letters.
4. Troubleshoots basic Microsoft Office Products pertaining to resume creation and formatting.
5. Shares knowledge and experiences on job and career subject matters.
6. Performs practice interviews with participants.
7. Shows Library users where to find the online career collection & online database on the Dayton Metro Library website (i.e. Lynda.com, Career Cruising, etc.).
8. Refers patrons to appropriate Library staff or Business Services Librarian when needed.
9. Assists patrons with logging onto and printing from the PC Reservation system.
10. Performs other various volunteer duties as assigned.

**COMPETENCIES:** To successfully serve as a volunteer Job Seekers Helper, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving to volunteer assignment work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships. Represents the library professionally when dealing with staff, managers, vendors, contractors, colleagues and members of the public.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position. Exhibits objectivity and openness to others views.

Initiative: Prioritizes and plans assigned activities. Uses time efficiently. Asks for and offers help when needed. Informs supervisor of problems or concerns.

Organizational Support /Ethics: Demonstrates support for ALA's Code of Ethics and DML's Material Selection Policy. Follows Library policies and procedures; meets requirements stated in the Volunteer Handbook.

Safety and Security: Observes safety and security procedures. Reports potentially unsafe conditions. Uses equipment and materials properly.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment. Exhibits cooperative attitude while working on all job tasks and willingly assists others.

### **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: Bachelor's degree from four-year college preferred; or one to two years related experience and/or training; or equivalent combination of education and experience. Experience working in an advising role is preferred.

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. General knowledge of Microsoft Office Products (MS Excel, MS Powerpoint, MS Publisher, MS Word) and Windows 7 operating system. Ability to use the Intranet.

\*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.