DAYTON METRO LIBRARY
VOLUNTEER OPPORTUNITY

OPPORTUNITY TITLE: Library Ambassador   **DEPT**:   Volunteer Services

REPORTS TO: Volunteer Services Manager   **DATE**:   6/2022

BASIC FUNCTION: This volunteer opportunity is responsible for assisting with the promotion of specific adult, children's, tween, and teen programming or events for the Library on social media platforms or other social circles like neighbors, businesses, church groups, or other local civic organizations.

ESSENTIAL DUTIES:

1. Receives monthly posts and links about programming, events and services at the Library.

2. Shares DML created content and/or links with their social network on adult, children's, teen, makerspace, and other programming or services of the Library.

3. Shares photos, stories, and videos via email with the Library staff using the External Relations guidelines.

4. Assists in the distribution of Library materials if needed.

5. Documents, tracks and self-reports to the Volunteer Services Manager each promotion and time spent to receive service credit hours.

6. Performs various related service projects upon request.

COMPETENCIES: To successfully serve as a Library Ambassador, an individual should demonstrate the following competencies.

Attendance/Punctuality: Demonstrates reliability by regularly arriving or logging in to scheduled volunteer meetings and trainings on time.

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.

Performs other duties as assigned.

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. Ability to open email, attachments and links.

*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.