

# DAYTON METRO LIBRARY VOLUNTEER OPPORTUNITY

---

**OPPORTUNITY TITLE:** Student Success Center Helper      **DEPT:** Volunteer Services

**REPORTS TO:** Volunteer Services Manager      **DATE:** 3/2026  
Homework Help Manager

---

**BASIC FUNCTION:** This volunteer opportunity is responsible for actively listening and assisting students with their homework or S.T.E.A.M activities.

**ESSENTIAL DUTIES:**

1. Assists students with homework and school project needs by actively listening and having an open-ended discussion. Reviews homework assignments and provides constructive feedback.
2. Assists students in developing skills in a variety of school subjects and creating a culture of higher learning.
3. Discusses and teaches effective study skills as in, organizing homework, proofreading, using study guides, taking notes from a textbook, and more.
4. Shows students how to use the Library as a tool for research, homework and learning.
5. Assists students with a variety of educational games and Science, Technology, Engineering, Art, and Math (S.T.E.A.M.) activities available in the Student Success Center.
6. Refers students to Library staff who request assistance on researching Library databases and finding various Library materials within the Library.
7. Shares knowledge and experiences on certain subject matters including life skills and job readiness.
8. Assist staff with distribution of the snacks and meal kits in accordance with the partner guidelines (ex: Children’s Hunger Alliance).

**Principal Behaviors:** To successfully serve as a volunteer in the DML Student Success Center, 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.

Education and experience: Ability to determine a student's information needs. Ability to actively listen and understand directions to assist students. Completion of at least one year of college or vocational school preferred; or one to two years related tutoring 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. Proficient in using email, Microsoft Office products and the Internet.

\*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.