

JOB TITLE: Web Services Assistant

DEPARTMENT: Administration

CLASSIFICATION: Group 6

STATUS: Non-exempt

GENERAL STATEMENT:

Under the supervision of the Web Services Librarian, the Web Services Assistant performs work related to maintaining and promoting the library's web services. This person deals responsibly with patron problems and emergencies to maintain a safe and pleasant environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Understands and practices the Vision and Key Beliefs of the Des Plaines Public Library.
2. Provides uniformly gracious and friendly services to all users.
3. Understands and enforces the library's policies and procedures, while safeguarding confidential and restricted information.
4. Creates original content for library website and social media.
5. Edits and maintains library website.
6. Assists with documentation and instructions for various library products and services.
7. Creates and adapts graphics for library website and social media.
8. Attends, appropriate meetings, workshops and conferences.
9. May write reports or compile statistics as assigned.
10. May create or edit videos for library website and social media.
11. May oversee volunteers.

PERIPHERAL DUTIES:

1. Maintains neatness of public areas including desks, counters, shelves, tables, and personal space visible to the public.
2. Performs other duties as assigned.

TOOLS/EQUIPMENT USED:

A variety of office machines, computers, and library equipment.

#### PHYSICAL DEMANDS/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift up to 25 pounds. The employee must transport/move up to 100 pounds of library materials from one library location to another. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### MINIMUM QUALIFICATIONS:

1. Bachelor's Degree
2. One year minimum work experience creating and promoting content for websites and social media.
3. Ability to work evenings and weekends as required.

#### KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of PCs, office software applications, and social media platforms.
2. Ability to establish and maintain effective working relationships with staff and public.
3. Ability to perform excellent customer service and to communicate general library policies and procedures to the public.
4. Ability to work as a member of a team and independently.
5. Ability to follow through tasks to completion.
6. Ability to handle multiple and simultaneous tasks.
7. Ability to remain calm in difficult situations.
8. Ability to communicate effectively in person, in writing and through social media and online settings.
9. Willingness to learn new skills.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Approved 04/15/14