

Winnefox Library System

Position Description

Position: Affordable Connectivity Program Outreach & Enrollment Guide
Limited term, part-time, non-exempt, non-benefitted

Date: 31 May 2023

General Purpose:

Affordable Connectivity Program (ACP) Outreach & Enrollment Guides will work within their assigned region to coordinate and facilitate in-person events at libraries, schools, and community organizations helping eligible residents enroll in the ACP internet discount program. The Affordable Connectivity Program (ACP) is a program of the federal government that gives low-income residents a discount of up to \$30/month on their internet service cost. They will also partner with public libraries to train library staff and build community connections and awareness of the Affordable Connectivity Program through public relations and distribution of marketing materials.

Supervisor: Public Library Development Consultant

Essential Duties and Responsibilities

- Working within assigned region, assist as many people as possible in signing up for the ACP and internet service at libraries and community-based organizations
- Teach staff at libraries and community-based organizations to provide residents with assistance in signing up for the ACP and internet service
- Coordinate area-wide outreach, communication, and distribution of marketing materials in print, digital, and through the media, with tools provided by Education Superhighway and the FCC.
- Document the ACP application process, and develop FAQ and manuals to assist staff and applicants.
- Keep a record of all ACP events and services provided at libraries and community-based organizations.
- Keep a record of all promotional campaigns and targeted communications.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to establish and maintain effective working relationships with library staff, community organizations, system staff, and the general public.
- Valid Wisconsin driver's license, means of reliable transportation, and willingness to travel to participating libraries and community events.

- Good oral and written communication skills and the ability to communicate with others in a tactful and courteous manner.
- Comfort and experience in public speaking, presenting information to a group and individuals, including library staff, the public, and the media.
- Basic computer skills, including, but not limited to, email, Zoom, use of Microsoft Word software, etc
- Ability to learn new technologies and software and communicate that knowledge to others
- Ability to work independently with creativity
- Ability to organize, prioritize and manage multiple tasks
- Ability to follow and perform detailed directions and tasks
- A basic working knowledge of English spelling, grammar, arithmetic, and reading.
- Ability to work a flexible schedule, including nights and weekends.
- Ability to speak Spanish or Hmong preferred

EDUCATION AND EXPERIENCE

- Required: High school diploma, GED, or suitable education, experience, and skills
- Preferred: Ability to speak Spanish or Hmong
- Preferred: Communications, Education, or Social Services related background
- Preferred: Graphic Design skills; knowledge of Canva or similar design program

PERSONAL CHARACTERISTICS:

- Excellent customer service skills
- A friendly image projecting competence and courtesy
- A love of public libraries and the services library staff provide their communities
- Strong interpersonal communication skills
- Adaptable
- Strong problem-solving skills.
- Strong organization skills
- Desire to create a welcoming and inclusive environment

TOOLS AND EQUIPMENT USED

Typical office equipment, computers and software including computer workstation, computer projector, microphone, microphone headset, webcam, calculator, fax machine, photocopier, telephone, and printers.

PHYSICAL DEMANDS

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 may be required to stand for extended periods of time; talk and hear; use hands to type, dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull.

WORK ENVIRONMENT

Typical office environment, with frequent travel to libraries. Work will be performed at multiple libraries and community-based locations within the assigned region. Work will be based out of a public library or library system office, as determined after hire.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.