



JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

JOB TITLE: Literacy Assistant

EXEMPTION STATUS: Non-Exempt

JOB CATEGORY: Administrative Support

BARGAINING UNIT: Non-Supervisor

GENERAL SUMMARY:

Under direct supervision, the Literacy Assistant is primarily responsible for performing clerical and administrative support duties for the Literacy Services Department. The role interacts with a wide variety of internal and external customers to provide administrative support for Adult Learning programs and programs funded under the Workforce Innovation Opportunity Act (WIOA). Frequent travel between District branches is required for program support and proctoring duties.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Provides ongoing internal and external administrative support and customer service to Adult Learning Program students, partners, tutors, instructors, internal staff and Library customers.
2. Provides program information to prospective students, tutors, and instructors seeking literacy or workforce development program offerings.
3. Facilitates student access to online registration, virtual class platform, and online learning resources.
4. Assists students with necessary information regarding pre-testing and post-testing assessments. Provides follow-up communication to students and instructors.
5. Responds to inquiries from students, tutors, and instructors both over the telephone, in-person, and in writing.
6. Serves as a liaison between the students, Literacy Trainer, instructor and class site, to ensure access to educational resources needed for an educational environment resulting in high student performance/outcomes.
7. Ensures instructors have supplemental educational resources requested and access to technology during classroom instruction.
8. Utilizes Literacy Services software applications and databases to review and manage student attendance, records, and maintain up-to-date student contact information and other required reporting and forms.
9. Performs duties of Assessment Proctor for regularly administered assessments utilized

by the Adult Learning Program

10. Identifies, develops, and maintains relationships with WIOA partners and other Library District community partners.

11. Performs other duties as assigned.

CORE COMPETENCIES:

- Customer Service
- MS Word & Excel (Basic)
- Filing & database Software Application

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

• **EDUCATION:**

Required: High School Diploma, General Equivalency Diploma (GED), or equivalent.

Preferred: N/A

• **EXPERIENCE:**

Required: One (1) year experience in general clerical/administrative support and use of computer software (MS-Office).

Preferred: N/A

• **LICENSE AND CERTIFICATION:**

Required: N/A

Preferred: N/A

- **PHYSICAL REQUIREMENTS:** Work is primarily performed in an office/classroom setting with frequent local travel required. Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as books, files, laptops or electronic devices. Although work is primarily performed in an office/classroom setting, a limited amount of bending, lifting, walking or standing is often necessary to carry out job duties.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of office procedures and of spelling, grammar, punctuation, and arithmetic.
- Knowledge of records administration and maintenance techniques and procedures.
- Ability to communicate effectively in both oral and in written formats.
- Ability to manage time effectively and meet established deadlines.
- Ability to develop, foster and maintain positive interpersonal relationships.

DEVELOPED: March 24, 2022

UPDATED: September 20, 2022