

# COMMUNICATIONS SPECIALIST

Position #172054301

The Hall at PPLD | Non-Exempt  
40 hours per week | Full time

<b>Date Posted</b>	April 09, 2024
<b>Location</b>	20 W Pikes Peak Ave., Colorado Springs, CO 80903
<b>Starting Wage</b>	\$ 17.85 per hour + full benefits (for benefits information, please see: <a href="http://ppld.org/jobs/benefits">http://ppld.org/jobs/benefits</a> )
<b>Position Hours</b>	40 hours per week

**Monday – Friday : 8:30 a.m. – 5 p.m. (with 30 minute lunch)**  
**OR**  
**Monday – Friday : 8 a.m. – 5 p.m. (with 1 hour lunch)**

**Note:** The position's schedule may be subject to minor changes due to required meetings, training events, etc. In addition, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

## Procedure for application:

1. Complete a PPLD online application located at [ppld.org/careers](http://ppld.org/careers) on the Application tab. If it is an internal only job posting, please log in to ESS to fill the application.
2. Requires resume and cover letter. Applications will not be considered without a resume and cover letter.
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to [sgollapalli@ppld.org](mailto:sgollapalli@ppld.org)

**Closing Date:** This position is open until **April 23, 2024, at 9:59 p.m. MDT.**

**Position Summary:** Operates in a diverse environment to help fulfill Pikes Peak Library District's mission by providing a high level of administrative and in-depth support for PPLD's patron and internal communications, operations, and activities.

**Essential Functions:** *Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Provide courteous and knowledgeable customer service to staff, vendors, patrons, and community partners; maintain confidentiality and discretion regarding departmental and District-wide matters.
- With oversight by the Internal Communications and Special Projects Manager, respond to patron feedback and input on library experiences and services electronically or via telephone. Escalate feedback to the next level when appropriate.
- Perform data entry, including surveys and comment cards.
- Provide support and written content for internal communications initiatives and publications.
- Report patron feedback trends to inform improvement of Library policies, procedures, and systems.
- Understand circulation functions to perform patron account maintenance and address circulation concerns.
- Keep informed of and understand application of Library policies, procedures, and systems.

### **Additional Duties and Responsibilities**

Duties are considered non-essential and include the following:

- Keep informed about Library information.
- Prepare and submit routine reports and monthly statistics.
- Provide support for specialized projects, services, programs, and activities.
- May participate on Library District teams and committees with approval.
- Attend scheduled All-staff meetings and regular one-on-one meetings with supervisor.
- May assist with logistical support on Chief Librarian Chats and Board of Trustee meetings.
- May provide support on Intranet updates.
- Perform other job-related duties as assigned.

### **Required Knowledge, Skills, and Abilities:**

- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrate excellent verbal and written communication skills; maintains effective relationships within the department and with staff at all levels.
- Demonstrate excellent public speaking and presentation skills.
- Exhibit sound judgment and professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrate the ability to use applications software, including Microsoft Office Suite and project management tools, and financial processing systems, along with standard office equipment.
- Ability to work effectively as a team member, organize daily work, and meet deadlines in a fast-paced, detail-rich environment.
- Ability to get along with co-workers and supervisors.
- Has regular on-time attendance.

- Exercise professionalism and good judgement in interpersonal interactions.

## Education and Experience:

1. Requires a high school diploma or G.E.D.; two years of college coursework is strongly preferred.
2. Requires a minimum of two years of library experience or other customer service experience (library experience preferred).
3. Requires ability to have access to reliable transportation.
4. Experience in a communications or marketing office environment is a plus.
5. Bilingual ability is a plus in serving a diverse community.

## Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to occasionally reach, bend, climb, twist and squat.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

## Conditions of Employment: All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-verify.
- are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-verify), education, former employment, and criminal history.
- may be uniformly tested for job-related skills and required physical abilities.
- may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
- must understand and comply with PPLD's drug-free workplace policy.
- understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.