

Career Service Authority

Docent Manager

Revised Date / /
Revised By Janell Flaig
FLSA Code Exempt
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General Statement of Duties

Administers and organizes recruitment, training and placement of docents for Denver Public Library.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Determines the need for docents throughout the Library, and schedules them effectively for tours and customer assistance.
 - *Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.*
 - *Skill in independently adapting, interpreting and applying written guidelines, precedents and standardized work practices to a variety of unprecedented or problematic situations.*

2. Establishes policies and procedures for effective docent recruitment, and actively recruits and interviews prospective docents for all library agencies and programs.
 - *Skill in developing and implementing policies and procedures relative to the work assignment.*
 - *Knowledge of interviewing techniques sufficient to be able to obtain and/or verify necessary information.*
 - *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*

3. Develops and conducts orientation sessions and training for docents.
 - *Knowledge of training techniques sufficient to be able to train others to perform the duties of the work assignment.*

- *Skill in utilizing the -principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*
- *Skill in compiling and distributing information relative to the work assignment.*
- 4. Researches and compiles information in instructional area, develops new programs and services, prepares appropriate educational materials, writes reports, and remains current with new information and standards in field.
 - *Knowledge of grammar, spelling, punctuation and sentence structure sufficient to be able to prepare written documentation with enough detail to enable the reader to identify and understand all of the facts.*
 - *Knowledge of educational field sufficient to be able to determine the appropriate materials for educational, informational, and training uses.*
- 5. Plans, schedules, coordinates, assigns work, and establishes goals and priorities for subordinate employees and volunteer workers.
 - *Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.*
- 6. Designs recruitment materials for the docent program, and markets docent program concept to other community agencies.
 - *Skill in establishing effective relationships with other employees, organizations and the public.*
 - *Knowledge of communication and public affairs techniques sufficient to be able to perform marketing functions and prepare informational materials.*
 - *Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.*
- 7. Assists in planning docent/volunteer activities at the Central Library and branches.
 - *Knowledge of supervisory principles and practices sufficient to be able to train, schedule, and assist volunteers.*
- 8. Evaluates docent's satisfaction with the program, evaluates performance, and prepares and maintains activity reports.
 - *Skill in performing employee evaluations and providing feedback to the incumbent.*
 - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*

- *Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.*

9. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.

Job Requirements

Level of Supervision

Performs complex coordination of a large staff of volunteers.

Guidance and Decision Making

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guidelines in order to interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in unprecedented situations. Work assignment is performed within an established framework under general instructions. Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated. Completed work is generally reviewed for soundness of judgment, conclusions, adequacy and conformance to policy.

Interpersonal Communications

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented.

Physical Demands

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Physical Strength

Lifting: Raising or lowering an object up to 10 pounds.

Vision Requirements

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Mental Demands

Mathematical Reasoning

Memorization

Oral Comprehension

Written Comprehension

Working Conditions

Exposed to infections and contagious diseases

Subject to long irregular hours

Pressure due to multiple calls and inquiries

Minimum Education

Baccalaureate Degree in Business Administration, Public Management, Public Relations, Education, or related field.

Minimum Experience

Three years of paid or volunteer experience working as a consultant to community groups by developing programs, providing customer service and advocating for community needs.

Equivalency

A combination of appropriate education and experience may be substituted for the education and for up to two years of the minimum experience requirement.