

NEW CASTLE COUNTY GOVERNMENT

Number 0491

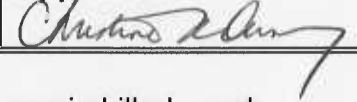
CLASS SPECIFICATION

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Date 04/16/14

Title: COMMUNITY SERVICES WORKER II

Approved:



GENERAL STATEMENT OF DUTIES: Performs specialized or semi-skilled work performing various assignments and duties within the Department of Community Services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of specialized or semi-skilled work providing assistance to the Department of Community Services as a Library and Computer Aide, Hospitality Aide, or Recreation Leader II. The work involves special knowledge of programs and facilities. Experience related to the duties performed is preferred since some knowledge of programs may be required. This employee works under general to close supervision.

EXAMPLES OF WORK: (Illustrative only)

- Accepts fines/fees or merchandise; works cash register, and issues receipts;
- Assists in planning, organizing and initiating specific library, museum, recreation, or sports programs;
- Assists with hospitality services;
- Enforces safety rules and regulations;
- Assists skilled positions in the performance of their duties;
- Assists with care of facility and program equipment;
- Makes deliveries to various locations;
- Performs maintenance work;
- Works in conjunction with volunteers;
- Assists in presenting programs;
- Assists other staff in performing clerical or other duties when required;
- Assists with preparation of lesson plans and activity schedules;
- Keeps basic records (program and activity, vehicle and passenger);
- Answers telephones;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer or other related equipment in the course of the work.

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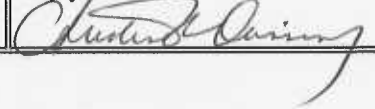
CLASS SPECIFICATION

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Date 04/16/14

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Public Computer Aide:

- Assists library patrons with the use of public computers, including but not limited to, the use of the Internet and Microsoft Office applications;
- Assists library patrons in the use of e-books;
- Redirects Reference questions to appropriate staff;
- Assists Reference staff with special projects as needed.

Library Aide:

- Works the circulation desk charging out and checking in all library materials;
- Searches and retrieves reserved materials and inter-library loans;
- Inputs preliminary information for borrower registration;
- Maintains confidentiality of borrower records;
- Explains borrowing procedures to customers;
- Prepare materials for circulation in accordance with defined procedures.
- Receives shipments of new materials;
- Performs physical processing and data base processing as needed;
- Processes library materials in all formats;
- Checks, processes, copies and files invoices;
- Searches library catalog using the automated system and adds items;
- Keeps records and adds monthly processing statistics to a spreadsheet;
- Moves, packs and unpacks boxes;
- Sorts and distributes interoffice mail;
- Keeps work area organized;
- Assists in training new CSW IIs;
- Requires work on a computer.

Hospitality Aide:

- Answers questions about specific sites such as Carousel Park & Equestrian Center, Rockwood Park, Rockwood Museum tours, Rockwood Center, special events or programs, etc.;
- Greets the public and visitors;
- Operates a small storeroom and restocks items;
- Assists with the preparation and implementation of special events and programs;

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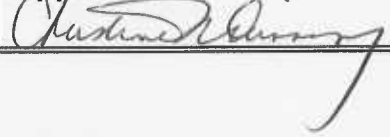
CLASS SPECIFICATION

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Date 04/16/14

Title: COMMUNITY SERVICES WORKER II

Approved:



- Performs maintenance and office work;
- Performs general custodial and cleaning duties.

Recreation Leader II:

- Assists with the planning and directing of recreational programs and activities at a specific site.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of the rules and regulations of the area where the employee is assigned; ability to communicate courteously and effectively, both verbally and in writing; ability to get along with other employees; ability to follow oral and written directions; ability to keep simple records and reports; good judgment; courtesy; dependability; ability to operate a computer terminal, cash register and other office equipment.

MINIMUM QUALIFICATIONS: At least one (1) year experience in work related to the duties performed and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities. Preference may be given to applicants who are bilingual in Spanish and English.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent if it is required of the duties of the position. Must pass a Class III County physical examination if required of the duties of the position. Must pass a drug screening and criminal background check.

HISTORY OF REVISIONS:

Established: 12/20/05

Revised: 04/16/14