

**City of Lowell**  
**Job Description**  
**Please Post: June 29, 2017**  
**Deadline: Open Until Filled**  
**Pollard Memorial Library**  
**Part-Time, Literacy Director**

**Job Title:** Literacy Director (5400-J#5499, 2419)  
**Department:** Pollard Memorial Library  
**Reports To:** Library Director  
**Salary:** \$20.00 (min) to \$30 (max) per hour, up to 19 hrs. per week  
This is a grant-funded position. Must be able to work flexible hours, with some evenings and weekends required. There are no benefits.

**SUMMARY** The Literacy Volunteers of the Pollard Memorial Library (an affiliate of the Literacy Volunteers of Massachusetts) seeks an energetic, poised individual with excellent communication and interpersonal skills to coordinate this program in Lowell. The program provides free, private, individualized and confidential tutoring to adults in basic reading and writing, and English to Speakers of Other Languages (ESOL).

The ideal candidate will have excellent verbal and written communication skills, a mature interpersonal style, a positive and enthusiastic attitude, and sense of humor. The candidate must be able to exercise excellent judgment and discretion with confidential and/or sensitive materials, provide excellent customer service, be a problem-solver, and be compassionate in interpersonal dealings. We are seeking a dedicated person who sees helping others as a vocation more than a job.

This position is an exciting, hands-on opportunity to work with community volunteers, college interns, and the state's leading volunteer adult literacy organization. We welcome applicants who are recent college graduates or experienced professionals returning to the work force. The Adult Literacy office is located in the Pollard Memorial Library in Lowell.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Meet targeted annual goals for number of students served, attendance hours, and student progress.
- Manage volunteer and student outreach and recruitment.
- Coordinate volunteer orientations, training, and placement.
- Conduct student intake interviews and assessment.
- Provide ongoing support to tutor/student pairs, including, but not limited to, monthly contact, in-service trainings, open houses, a newsletter, use of social media, a reference/lending library and individual consultations.
- Develop new program initiatives to meet the needs of students and volunteers.
- Maintain accurate tutor/student records and submit required reports and monthly data to LVM (Literacy Volunteers of Massachusetts) in a timely manner.

- Submit monthly reports of statistics and programs to the Library Director.
- Attend LVM meetings and trainings in order to maintain certification and be informed about requirements and changes.
- Give input to LVM on program design, planning, evaluation, and quality assurance of the program.
- Ensure compliance with grantor's financial, reporting, and program requirements.
- Represent the Literacy program in the community and with other local organizations.
- Successfully complete training certifications required by LVM and/or the MA Dept. of Elementary and Secondary Education.
- Complete special projects as designated by LVM and/or the Library Director.
- Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

- Supervises volunteer tutors and literacy students.
- Supervises Literacy Program Assistant and any Literacy-related tasks being performed by other Library staff.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE**

- Minimum Bachelor's Degree (B.A.) from four year college or university.
- Experience in adult basic education, ESOL, nonprofits or volunteer programs strongly preferred.
- Must be certified or complete within 3 months of hire certification by LVM to train new Adult Basic Education (ABE) and English for speakers of other languages (ESOL) volunteer tutors.
- Must be certified or complete within 3 months of hire certification to administer ABE and ESOL student assessments currently used by LVM/DESE.
- Demonstrated excellent oral and written communications skills. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to write reports, business correspondence, and procedure manuals. *Please submit a sample of written communication.*
- Demonstrated organization skills, attention to detail, and ability to implement programs.
- Ability to work with diverse groups.
- Ability to work independently and as part of a team.
- A genuine interest in promoting adult literacy and compassion for the struggles of adult learners.
- Reliable access to a working automobile and a valid driver's license required.
- Excellent Internet and computer skills required (e.g. word processing, database management, spreadsheets, and email). Social media and desktop publishing skills are desirable.
- Ability to perform basic mathematical functions and manage a budget.

**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 is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.

*The City of Lowell is a smoke and drug free employer and requires a physical with drug screen and CORI, post offer.*

**TO APPLY**

***Qualified individuals should send application/resume, cover letter, and a sample of the previously mentioned written communication to the Human Relations Office, Mary Callery, HR Director Room 19 - City Hall, Lowell, MA 01852 by 4:00 PM: Deadline ~Position is immediately available. Applications accepted until filled.***

***Applicants may also send application/resume, cover letter, and sample of written communication to fax 978-446-7102 or email to [cityjobs@lowellma.gov](mailto:cityjobs@lowellma.gov)***

**EOE/AA/504 Employer**