



08/2022

JOB TITLE		DEPARTMENT	JOB LEVEL
Business Engagement Coordinator		Adult Services	X
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full time Exempt	Head of Adult Services	n/a	

JOB PURPOSE: Through networking, outreach, partnerships, programming, staff instruction, consultations and targeted services, the Business Engagement Coordinator supports the local business community and the needs of local consumers. They also provide professional-level reference, advisory and general public service to ensure patron access to information, Library services, programs and facilities.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

The following duties are normal for this classification. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Coordinates programming and services responsive to the interests of the local business community.
- Acts as the liaison to the business community by regularly attending networking events, reaching out to local businesses, building and maintaining partnerships, developing services and scheduling programming.
- Coordinates programming and services related to consumer interests, including financial literacy and law.
- Acts as subject expert for business and consumer information, and provides staff instruction in these areas.
- Provides advanced reference, advisory and general customer services to the public.
- Provides assistance to patrons with technology, including Library hardware and software (e.g. computers, copy machines, printers, scanners, creative studio equipment, etc.) and patrons' personal devices.
- Develops and maintains selected area(s) of the collection.
- Acts as person in charge of the Department/Library when assigned.
- Works day, evening, and weekend shifts as scheduled.
- Fosters a public service and staff workplace atmosphere that aligns with the mission, vision, values and culture statement of the Library.
- Actively participates in Department and Library-wide programs, services and initiatives.
- Maintains current knowledge of library and other relevant fields.
- Incorporates or considers the impact of integrating principles of diversity, equity, inclusion, and accessibility in all work.
- Performs other duties as assigned, such as creating and implementing displays, projects, staff trainings and programs.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough understanding of public library services and materials.
- Extensive knowledge of reference sources and advisory skills.
- Proficient knowledge of computers, mobile devices, prevalent software (e.g. Windows, MacOS, Microsoft Office), and the Internet.
- Excellent verbal and written communication and social skills.
- Personal dedication to public service and strong customer service skills.
- Commitment to patron access and confidentiality.
- Familiarity with, or ability to learn, Sierra ILS platform and other library applications required to perform assigned duties effectively.
- Ability to:
 - effectively speak in public and represent the library to community groups with special emphasis to the business community.
 - anticipate and creatively solve problems.
 - handle fast-paced, often multiple, inquiries from the public.
 - work independently.
 - collaborate constructively on group projects.
 - positively adjust to change.
- Must have valid Illinois driver’s license and access to an insured vehicle.

PREFERRED: Experience working with the public. Experience planning and leading programs. Experience conducting business-related research. Knowledge of business research tools (e.g. DemographicsNOW and Reference Solutions by Data Axle). Experience with community outreach and/or business networking.

ESSENTIAL PHYSICAL/MENTAL REQUIREMENTS:

- Work may include prolonged periods of sitting, computer use, standing, stooping, bending, reaching, lifting/transporting materials and walking.
- Maneuvering throughout library;
- Visual acuity sufficient to read fine print and numbers in order to read, find and shelve materials.
- Aural acuity sufficient to understand speech in person, on telephone and over the Internet;
- Ability to operate technology, including computers.
- Ability to read, write and communicate effectively.

QUALIFICATIONS FOR APPOINTMENT: Master’s degree in Library Science from an ALA accredited institution or equivalent experience.

The Elmhurst Public Library is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Library will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities and essential functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the Library’s operational demands.

Employee’s Signature

Date