



**TOWN OF FRAMINGHAM  
MASSACHUSETTS**

**RFP# 17-014  
August 11, 2016**

**NOTICE OF VACANCY  
August 11, 2016**

**POSITION: Supervisor of Community and Outreach Services**

**DEPARTMENT: Library, L-14**

**SALARY: \$ 26.62 - \$33.84/hour; \$51,909- \$65,989 annual**

**HOURS: 37.5 hours per week, two evenings and Friday/Saturday rotation required**

**Organizational Scope:** The Framingham Public Library, a recognized leader in collaborative programming with a 53,000 sq. ft. Downtown Main Library and a new 17,000 sq. ft. branch library, located 20 miles west of Boston seeks a dynamic and energetic Supervisor of Community and Outreach Services with the creativity, flexibility and enthusiasm for service to help the Library fulfill its mission as the premier community resource for free inquiry, creative enrichment, and lifelong learning.

Works under the direction of the Director of Libraries and/or the Assistant Director of Libraries. Promotes library services in the community through public relations and outreach activities. Frequent contact with the public, community groups and other Library and Town employees requires the exercise of tact, diplomacy and flexibility.

Works at Main Library and/or the Branch Library as needed.

**Major Responsibilities:** Provides positive public service. Plans, conducts, and coordinates extensive schedule of library programs for adults, at the Main Library and the Branch Library, including cooperative programming with community groups. Co-chairs Adult Programming Committee. Coordinates Adventures in Lifelong Learning Program, a nationally recognized collaboration between the Library and Framingham State University. Responsible for Library marketing and messaging initiatives. Supervises and manages the graphic design team. Coordinates library public relations efforts under the supervision of the Director or Assistant Director. Conducts outreach and interacts with community groups to assess needs and promote services. Coordinates staff outreach to agencies, clubs, and town departments. Coordinates library volunteer program and supervises participants. Evaluates applicants for volunteer positions. Provides tours and instructional sessions. Participates in writing and administering outreach, programming, and community services grant proposals. Provides expert guidance, using print and automated sources, to patrons requesting information, thereby promoting increased use of library resources. Coordinates homebound services. As a department head, participates in Department Head meetings and assists in the formulation of policies and procedures and in planning activities. Performs Reference Desk Duties. Participates in Minuteman Library Network or other committees. Stays current with developing technology as related to reference services. Develops and supervises special projects and performs other duties as required. Updates, retrieves, and interprets data in the library's automated systems.

**Job Qualifications:** Master's Degree in Library Science.

- Two years' professional library experience, reference experience preferred.
- Three years public service experience.
- Experience in library program planning and implementation.
- Good public speaking and writing and editing skills.
- Strong organizational and public service skills.
- Computer skills.
- Ability to work under pressure.
- Familiarity with collection development, specialized reference subject areas, and/or automated sources preferred.
- Tact, diplomacy, flexibility.
- Familiarity with Spanish or Portuguese desirable.

**Physical Requirements:** Must be capable of supervising miscellaneous tools and office equipment relative to this position which shall include, but may not be limited to: computers, copiers, fax machines and calculators. Ability to move around the facility, walking, sitting, bending, climbing, kneeling, carrying and stooping; Ability to use hand and finger motion with enough manual dexterity to use computers and handle library items; Lift up to 40 pounds, or greater with assistance; and perform other efforts as identified with normal library work. Communicate effectively with others, orally and in writing.

**Work Environment:** Work is performed primarily in an office environment with normal office noise and traffic.

**Please visit our website:**

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

**The Town of Framingham is an Affirmative Action Equal Opportunity Employer.**