



## Illinois Heartland Library System

### Position Description

Position Title: **Membership Coordinator**

**FLSA: Exempt**

**Location: Carbondale/Champaign/Edwardsville \*\***

**Employee Type: Full-time**

**Pay Type: Salaried**

**Fiscal Classification: Library Professional**

**Salary Grade: 8**

#### **Summary:**

The Membership Coordinator works as part of the Membership Services Team to collect accurate information regarding member libraries and to provide support for the multitype libraries that comprise IHLS. This position also involves a significant amount of networking and interaction with IHLS member libraries.

#### **Essential Duties & Responsibilities:**

As part of the Membership Services Team:

- Maintains ongoing contact with member libraries, answering questions about services, assessing development needs and offering assistance.
- Visits member libraries to discuss IHLS services and provide onsite professional support.
- Responds to requests for information about membership and follows through with site visits where appropriate.
- Identifies issues of importance to members and examines opportunities for assistance and support.
- Tracks and records significant data as it pertains to IHLS member libraries
- Works with other IHLS Departments to improve and enhance member engagement.
- Promotes IHLS networking opportunities with member libraries.
- Participates in networking events throughout the system.
- Facilitates relationship building among IHLS libraries.
- Is involved in regional, statewide and national initiatives as a voice for IHLS libraries.
- Tracks legal and legislative issues that impact libraries.
- Encourages libraries to be advocates for their library and programs that benefit their library.

**Supervised by:** Grants and Membership Director

**Supervises:** N/A

\*\*This position will work out of the Carbondale, Champaign, or Edwardsville Office

**Minimum Education and Experience:**

- MLS and 3 years of library administrative experience or equivalent work experience 2:1 or 12 years
- Three (3) years experience working in libraries in an administrative capacity.
- Experience working in or with different types of libraries is preferred.

**Licenses or Certifications Required:** Valid driver's license or other accommodations for travel.

**Knowledge, Skills, and Abilities Required:**

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Knowledge of the principles and procedures of professional library work including methods and practices.
- Knowledge of the governance documents for Illinois libraries, such as Illinois Library Laws and Rules, Serving Our Public and Linking for Learning.
- Comprehensive knowledge of IHLS membership criteria.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computer and software such as Word, Excel, and Power Point.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

**Working Conditions:**

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

**Telecommuting:**

This position allows for occasional or regular telecommuting.

**Physical Effort:**

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.

Membership Coordinator (continued)

- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Ability to effectively use a computer.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

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**Employee (Print Name)**

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**Employee Signature**

**Date**

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**Supervisor (Print Name)**

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**Supervisor Signature**

**Date**

**Approved October 2017**