

City of South San Francisco  
Human Resources Department

**Literacy Services Coordinator**  
Class Description

**Definition**

Under general direction, performs responsible administrative, coordinating, and technical duties in one of the four services offered by the Library's literacy programs: adult, children, tutor/student coordination, and computer services; and does related work as required.

**Distinguishing Characteristics**

This classification is distinguished from all other Library classifications by its responsibility for program development and implementation in coordinating the day-to-day operation of a literacy program, and by the degree of initiative and independence necessary to oversee the coordination of resources and materials. Incumbents must exercise considerable initiative and judgment, have good communication and assessment skills, and be able to work accurately and independently. Some positions need to be familiar with practices and materials used to teach adults with reading and writing difficulties. The complexity of program development and outreach efforts requires a high degree of technical knowledge and educational preparation. Not every position will perform each duty indicated below.

**Typical and Important Duties**

1. Works cooperatively with colleagues, volunteers, and participants; develops relationships with other agencies to ensure that necessary services are provided to clients.
2. Coordinates the delivery of educational services for adults and/or children; performs student portfolio assessments to measure student progress and develop participants' personal goals and objectives.
3. Manages the delivery of tutoring and support services for adult learners in the program; performs student intake and assessment; matches students with tutors; coordinates tutor training and monthly in-service meetings; evaluates and updates training process; oversees assessment process to measure learner progress; provides ongoing consultation and support to tutors and learners; publishes by-monthly tutor and student newsletters; recommends materials and techniques to be used in tutoring; coordinates at least 2 social and recognition events per year.
4. Coordinates participant advisory committee; leads focus groups.
5. Provides coaching, training, leadership and mentoring to staff in all aspects of library service delivery; may directly supervise part-time or full-time staff and volunteers.
6. Recruits and trains other instructors in delivering the functional curriculum through multiple intelligence modalities.
7. Trains tutors and volunteers; researches practices and materials to improve literacy skills.
8. Supervises and evaluates volunteers; assist in recruitment, interviewing, and selection, ensures that orientation includes the philosophy of literacy services, policies, and programs.

9. Researches materials and creates a dynamic curriculum that includes material relevant to the student's life experience.
10. Identifies possible funding sources; assists in the writing of grant proposals.
11. Monitors materials/supplies and part-time hourly staffing budgeted; may assume budget and reporting responsibility for projects.
12. Serves as a liaison with other educational agencies to deliver comprehensive services for participants; maintains contact with referral agencies.
13. Participates in program planning process.
14. Registers participants, identifying need and refers to appropriate class or service.
15. Assists learners in planning and organizing learner-centered activities.
16. Involves learners in using computers and other resources to accomplish learning goals.
17. Performs ongoing evaluation and design development of program to maximize student learning.
18. Maintains accurate records and compiles quarterly statistics.
19. Responds to and resolves difficult or sensitive questions and problems with customers such as inappropriate conduct; completes incident and accident reports as needed.
20. Assists in identifying new sites as needed.
21. Assists with outreach activities as needed.
22. Drives the literacy vehicle to program sites and maintains cleanliness and order in the vehicle.
23. Opens and closes center.
24. Types reports, correspondence, and materials as needed.
25. Coordinates the purchase of supplies.
26. Keeps a variety of records; prepares and presents oral and written reports; maintains and prepares data for reports.

### **Job-related and Qualifications**

#### **Knowledge of:**

- Principles, methods, and practices of adult learning and literacy issues.
- Principles, methods, and practices of child learning and literacy issues.
- Teaching methods, techniques, and instructional materials.
- Principles and practices of leading others.
- Volunteer management and training practices.
- Program development, implementation, coordination, and administration.
- Motivational factors and issues faced by learners.
- Community resources, community organizations, community building and outreach efforts.
- Computer applications related to the work, including word processing, database, presentation, graphics, and spreadsheet applications.
- Techniques for dealing effectively with the public, community groups, and City staff, in person and over the telephone.

Ability to:

- Effectively supervise library operations in the absence of senior library staff.
- Plan, coordinate, and direct the services of a specific program.
- Research alternative methodologies and develop curriculum that incorporates lifelong personal experiences.
- Apply computer programs as part of the curriculum.
- Relate effectively with persons of diverse socioeconomic and ethnic backgrounds.
- Display outstanding customer service skills.
- Learn, interpret, and accurately apply City and departmental rules and regulations.
- Direct volunteers and others in supporting the participant's learning process.
- Conduct interviews effectively in order to assess reading, writing, and comprehension skills of adults and children.
- Make presentations; conduct training activities.
- Coordinate and facilitate effective meetings.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Assist in the program planning of goals and objectives.
- Link community needs with resources available.
- Maintain accurate records and documentation on participants and other relevant data.
- Independently carry out assignments; organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Establish and maintain cooperative and professional working relationship with staff, community members, and all partners.
- Acquire a thorough knowledge of City policies and of community needs and interests, and of resources available to meet them.
- Apply computer programs to the assigned function.
- Use English and a second language (as identified) effectively to communicate in person, over the telephone, and in writing.
- Represent the City and the Library effectively in contacts with representatives of other agencies, community groups, departments, and the public.
- Take a proactive approach to customer service issues.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Some positions require skill in speaking and writing fluently in English and a second language.
- Word processing and database management at a speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

### **Experience and Training**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

#### **Experience:**

Three years of progressively more responsible professional experience in an adult literacy, adult education, or an educational setting.

#### **Training:**

A bachelor's degree from an accredited college or university with major coursework in education, social science, human services, or a related field.

### **Licenses and Certificates**

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

### **Special Requirements**

Essential duties require the following physical skills and work environment:

#### **Physical Skills:**

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech sufficient to communicate in person and over the telephone; lift boxes, files, and materials of up to 35 pounds.

#### **Work Environment:**

Mobility to work in a typical library setting; use standard office equipment, including a computer.

#### **Ability to:**

Travel to different sites and work irregular hours, including nights and weekends.

### **Additional Information:**

- Approved: Tutor Student Coordinator December 1994; Literacy Services Coordinator December 1999.
- Revised Date: December 1994, July 1997, July 1999, March 2002, and January 2018
- Former Titles: Tutor/Student Coordinator
- Abolished: Tutor/Student Coordinator combined with Literacy Services Coordinator May 2002.
- Bargaining Unit: AFSCME (Grant-funded)
- DOT: No
- Status: Classified/Non-exempt

- Job Code: A445