



COMMUNITY OUTREACH SPECIALIST

Library 21c

20 hours per week, non-exempt (2 positions)

Open to all qualified current staff and external applicants

Date Posted: September 12, 2025

Location: 1175 Chapel Hills Dr., Colorado Springs, CO 80920

Starting Wage: \$19.60 per hour - \$24.30 per hour + partial benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 20 hours per week per the following schedule:

**Monday – Friday : flexible hours between 8 a.m. – 9 p.m.
Evenings and weekends as needed.**

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at <https://ppld.org/careers> at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until September 22, 2025, at 9:59 p.m. MDT.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

COMMUNITY OUTREACH SPECIALIST (contd.)

Position Summary

Operates in a diverse environment to help fulfill the Library's mission by promoting the organization and its services to the community at outreach events, networking meetings, and other similar activities. Builds awareness of Library spaces, services, and resources throughout the community.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Engages in community outreach and offsite activities to expand visibility and partnerships with the Library and community.
- Supports community outreach for Districtwide; provides support with outreach calendar, outreach staffing program, event submissions, outreach kits, and potential opportunities.
- Works with community members and staff to coordinate outreach participation; collaborates with Community Engagement Manager to develop special offerings and activities for large outreaches.
- Helps identify and equip staff to support outreach events; may develop training and train outreach staff and volunteers.
- Serves as person-in-charge for outreach events as appropriate.
- Provides input and makes recommendations on branded merchandise purchases and assists with merchandise inventory as needed.
- Coordinates and maintains outreach policies, processes, procedures, and associated administrative functions.
- Maintains and reports outreach statistics. Reports on outreach events and analyzes key performance indicators to determine effectiveness of outreach events.
- Provides administrative support for Patron Experience initiatives, including but not limited to meeting room management support, survey data entry, and special website projects.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Keep informed about Library and department information.
- Provide support for specialized Communications Department projects, services, programs, and activities.
- Drive personal vehicle to perform job duties, as needed. May drive Library vehicles to perform job duties.
- Submits a monthly activity report.
- May participate on Library District teams and committees with approval.
- Attend regular department meetings and scheduled All-staff meetings.
- Perform other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.

COMMUNITY OUTREACH SPECIALIST (contd.)

- Demonstrates excellent oral, written, and interpersonal communication skills; attentive and active listener who's respectful and comfortable working with people of various backgrounds, perspectives, and cultures.
- Maintains effective relationships within the department, across the District, and with staff at all levels.
- Demonstrates excellent public speaking and presentation skills.
- Exhibits sound judgment and decision making; exhibits a professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrates the ability to use applications software, including Microsoft 365 applications, SharePoint, Word, Smartsheet, Excel, PowerPoint, and Outlook, project management tools, and financial processing systems, along with standard office equipment.
- Ability to work effectively as a team member, organize daily work, and meet deadlines in a fast-paced, detail-rich environment.
- Ability to get along with co-workers and supervisors.
- Has regular on-time attendance.
- Exercises professionalism and good judgement in interpersonal interactions.
- Ability to foster teamwork.
- Ability to build collaborative relationships.

Education and Experience:

- Requires a bachelor's degree in any field.
- Requires a minimum of two years of customer service (library experience preferred).
- Two years of outreach, community engagement, or event planning experience is preferred.
- Requires valid Colorado driver's license (or the ability to obtain one upon employment); car insurance coverage (proof shared at the time of application); and a clean driving record. Requires access to reliable transportation.
- Requires experience with computer equipment and software applications.
- Bilingual ability is a plus in serving a diverse community.

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand and walk for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift and move equipment weighing up to 35 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

COMMUNITY OUTREACH SPECIALIST (contd.)

Regular schedule may be subject to minor changes due to required meetings, training events, etc. Management may require changes to a position's schedule, days, times, and locations at any time as the needs of the Library District change.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.
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