

# CREATIVE TRAINING COORDINATOR

Position# : 201420801

Library 21c| Exempt  
40 hours per week | Full time

<b>Date Posted</b>	June 19, 2024
<b>Location</b>	1175 Chapel Hills Dr., Colorado Springs, CO 80920
<b>Starting Wage</b>	\$ 21.30 per hour + full benefits (for benefits information, please see: <a href="http://ppld.org/jobs/benefits">http://ppld.org/jobs/benefits</a> )
<b>Position Hours</b>	<b>40 hours</b> per week

**Monday – Friday : 8 a.m. to 5 p.m.**

**Flexibility for evening and weekend shifts or events.**

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

## Procedure for application:

1. Complete a PPLD online application located at [ppld.org/careers](http://ppld.org/careers) on the Application tab. If it is an internal only job posting, please log in to ESS to fill the application.
2. Requires resume and cover letter. Applications will not be considered without a resume and cover letter.
3. Attachments should be submitted in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531-6333, x6380 or send an email to [sgollapalli@ppld.org](mailto:sgollapalli@ppld.org)

**Closing Date:** This position is open until **July 02, 2024, at 9:59 p.m. MDT.**

**Position Summary:** Operates in a diverse environment to help fulfill the Library's mission and strategic goals by providing training, data evaluation, and Creative Services.

## **Essential Functions:**

*Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Serves as a subject-matter expert on the District's eLearning software.
- Develops, delivers, and regularly reviews virtual and in-person Creative Services and Information Technology training for staff based on District-wide standards and priorities; creates materials to accompany these trainings; incorporates universal learning design and adult learning best practices; collaborates with other staff as needed to develop these training opportunities.
- Creates courses, live training, and programs in the District's learning management system for Creative Services and Information Technology.
- Evaluates and assesses Creative Services and Information Technology learning needs and training programs.
- Works with Programming staff on creative space-related virtual training for patrons; assists other Library staff with eLearning projects for patrons; collaborates with Human Resources and other Library staff as needed on potential staff training projects outside Creative Services and Information Technology.
- Works in the makerspaces providing increasingly complex direct public services, including higher level tech support and reference, to patrons as they visit the library, call on the telephone, or communicate in a virtual environment; may also work in the studios as needed.
- Provides guidance and training to other staff.
- Acts as a resource provider for Creative Services equipment and activities.
- Provides support for specialized projects, services, and activities.
- Provides excellent internal and external customer service and maintains a courteous, positive image of the Library; maintains confidentiality in all patron and staff interactions.

## **Additional Duties and Responsibilities**

*Duties are considered non-essential and include the following:*

- Performs other support activities such as troubleshooting computer and office equipment, compiling data, and monitoring/ordering office supplies.
- Assists with department data and evaluation projects as needed; develops charts, figures, and narrative for briefs and reports.
- Assists with IT project rollouts as needed.
- Keeps informed about library and department information; remains current on training trends.
- Attends regular department, All-staff, and any other required meetings.
- Performs other job-related duties as assigned.

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

*The employee is expected to perform or possess the following:*

- Knowledge of Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates ability to effectively use District's eLearning software.

- Demonstrates command of analytical tools.
- Demonstrates knowledge of current library services and trends.
- Ability to work independently and effectively organize daily work under general supervision.
- Knowledge of more complex computer technology and applications and ability to effectively train others.
- Ability to work as part of a team, demonstrating an excellent customer service attitude and meet deadlines in a fast-paced, detail-rich environment.
- Demonstrates flexibility to actively support change in order to meet strategic goals and objectives.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships with patrons, coworkers, and with staff at all levels.
- Demonstrates ability to effectively use applications software, including Microsoft SharePoint, Word, Excel, Access, and Outlook, along with standard office equipment.
- Demonstrates ability to exhibit sound judgment and demeanor in public interactions; thinks and acts appropriately under pressure.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

### **Education and Experience:**

1. Requires a Bachelor's degree; Master's degree preferred; studies in education, human resources, organizational development, or other related field preferred.
2. Requires a minimum of two years of library experience or other customer service experience (library experience preferred).
3. Requires experience with computer equipment and software applications.
4. Experience with eLearning software and training development, or other related coursework required.
5. Bilingual ability is a plus in serving a diverse community.
6. Must have a valid driver's license or access to reliable transportation to travel among locations.

### **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 for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift 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.

## **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.