

2. Job Purpose:

To lead library orientation tours and provide administrative & logistical support for events sponsored by Public Services.

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

Annual Operating Budget/Project Budget/Sales Revenue:		n/a			
Number of Staff Supervised:	0	Direct Reports:	0	Contractor/Others:	0

4. Key Result Areas:

KEY RESULT AREAS	
➤	Develop and lead Library orientation tours for a variety of audiences
➤	Coordinate the booking of library facilities including student work areas, study carrels, meeting rooms, auditoria, etc.
➤	Meet with end users to make arrangements for the use of QNL facilities, including an orientation to the available audio-visual equipment, hospitality options, signage, etc. Explain and enforce rules and regulations regarding the use of QNL facilities and equipment
➤	Coordinate registration and ticketing for internal QNL-sponsored events
➤	Provide administrative support for public programs such as English as a Second Language classes, author visits, book clubs, public lectures, etc.
➤	Help create displays that highlight and interpret the library's collections and services, as directed
➤	Update the content of TV and LCD information displays throughout the library
➤	Liaise with Facilities Management and IT focal points on the cleaning, maintenance, and physical preparation (set-up) of rooms and equipment
➤	Assist users with special needs and requests related to library facilities, equipment and programs
➤	Liaise with the QNL Library Relations and Communications department for venue management, caterers, stand designs, signage, advertising, equipment hire, etc.
➤	Track tour and program attendance and submit monthly reports to keep supervisor apprised of activities
➤	Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work may be required.

6. Communications and Working Relationships:

- Supervisor – frequent contact to provide project updates and receive guidance and approvals
- QNL Library Relations and Communications department – contact as needed to obtain needed support for events
- Tour and program participants and organizers – frequent contact to arrange for and carry out programs and tours

7. Problem Solving & Complexity:

- Evaluates different options when solving problems
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

9. Minimum Knowledge, Skills & Experience:

- Bachelor's degree in a relevant discipline
- 2-5 years of event management or educational outreach experience in a library, museum or cultural institution
- Strong interpersonal communication, presentation, and customer service skills
- Strong time management and planning skills
- Very good writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely; Arabic proficiency is an advantage
- Proficiency in MS Office applications

