

Adult Literacy Administrator at Pueblo City-County Library District

Lead Literacy. Foster Growth. Build Community.

Are you passionate about adult education and community impact? Pueblo City-County Library District is seeking a dynamic Adult Literacy Administrator. This role offers a unique opportunity to champion literacy, equity and personal achievement across our community.

In this role, you'll design and lead impactful programs that support adult learners in building foundational skills, earning credentials, and navigating digital and educational landscapes. You'll collaborate with volunteers, staff, and partner organizations to create inclusive pathways for growth and success. If you believe in the power of libraries to change lives, we invite you to bring your vision, empathy, and leadership to our team!

At the core of this role is the leadership of PCCLD's Adult Literacy Program. This position leads the program's mission to support lifelong learning and encourage growth, achievement and success among its participants and to develop partnerships with outside organizations that share this vision. The position also supports the User Services department by providing reference and readers advisory services to library customers, training customers on how to use the library's resources; and by providing information to customers about external resources.

The Adult Literacy Administrator reports to the Manager of Adult Services in the User Services Department at Rawlings Library and works in a team environment. This position involves extensive interactions with customers, volunteers, outside agencies, co-workers and educational resources. This work requires the ability to teach, motivate, and encourage adults engaged in the literacy program and the ability to support adult learners who are re-engaging in their learning journey. This position provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background. A growth mindset and commitment to lifelong learning are highly prized in this position.

PRIMARY DUTIES AND RESPONSIBILITIES

- Serves as the primary contact for the library district on adult literacy issues.
- Evaluates new adult literacy educational resources, pilot programs and tools for potential implementation.
- Plans, organizes, coordinates, promotes and maintains the operation of the Adult Literacy Program. Works with community organizations, library users, potential learners and other stakeholders to offer 1:1 tutoring to improve basic reading and writing skills, earn GED, Career Online High School (COHS) or high school equivalency credentials, increase language proficiency for English Language Learners, and support adults seeking post-secondary educational support or exam preparation assistance.
- Provides internal and external outreach to connect staff, community, and learners to resources that support adult literacy and adult education.
- Develops and refines workflows and procedures to facilitate effective communication, training and support for adult learners and volunteer tutors. Updates the Adult Literacy Handbook, as needed.
- Maintains an established database of community contacts and provides referrals as needed to help learners find resources they may need. Uses the 'Unite Us' platform or similar resources and tools, to facilitate referrals.

- Supports digital literacy, digital navigation and digital inclusion efforts within the Adult Literacy Program, User Services Department, across the library district and in conjunction with community partners.
- Identifies and serves target population learners, makes presentations, maintains statistics, monitors program success, and creates reports.
- Works with Community Relations to promote the District's Adult Literacy program.
- Stays current on adult education trends.
- Recruits, screens, trains, and supervises volunteers to serve as adult literacy tutors. Matches program participants to tutors.
- Ensures adequate coverage to maintain the program.
- Provides resources to tutors and on-going support for customers in the adult literacy program.
- Provides excellent customer service by proactively assisting customers to locate print and e-materials, answer questions, place holds and complete forms. Confers with other staff and makes referrals to other organizations and agencies.
- Instructs customers in the use of downloadable materials, databases, public computers, printers, copiers, laptops, e-readers, digital equipment, and other technologies.
- Resolves customer issues and communicates library policies and procedures to customers.
- This position will be assigned the role of Person in Charge (PIC) at the Rawlings Library on a regular basis to respond to any escalated customer service, emergency, or security issues and will work closely with the security officer on duty.
- Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.
- Participates in regularly scheduled department meetings. Attends all Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.
- Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and personnel employee access systems.

OTHER DUTIES AND RESPONSIBILITIES

- Will cross-train and provide customer service support for 10-12 hours per week or 25% of time worked.
- May serve on library committees and special projects.
- Performs other duties as needed.

QUALIFICATIONS

Education and Experience:

- Master's degree in Library Science or Master's degree in Education, with an emphasis in Adult Education preferred.

- Minimum of one-year library or job-related experience.
- Knowledge of adult learning philosophies preferred.

Skills and Abilities:

- Must have excellent customer service skills with the ability to communicate well with people of all ages, demographics, ethnic backgrounds and ability levels.
- Ability to conduct reference interviews and adult student assessment interviews.
- Knowledge of adult literature in print, electronic, periodical, video, digital and other mediums.
- Ability to transfer information to a diverse population.
- Knowledge of adult education principles and adult learning models.
- Demonstrated creativity in programming.
- Strong attention to detail and organizational skills.
- Ability to understand, accurately use, and teach the use of a variety of software programs, including various databases and the library's computer system.
- Public speaking skills.
- Knowledge of research techniques, reference resources, databases and internet resources.
- Knowledge of library automation systems.
- Ability to function under flexible and changing conditions.

Physical Requirements: Must be able to lift objects weighing up to 50 pounds and push /pull a fully loaded book cart weighing up to 200 pounds.

Other Requirements: Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.

Hiring Range: \$50,000 - \$55,000 annual

Benefits: PCCLD offers health insurance including a tele-health service, dental and vision insurance, HSA and FSA plans, employer paid life insurance, and 401(k) and Colorado PERA retirement plans. The library district provides paid leave in the form of 11 paid holidays, vacation, sick, and personal paid time off. Some positions may qualify for the Public Service Loan Forgiveness Program.

Closing Date to Apply: Friday, October 31, 2025

As an **Equal Opportunity Employer**, Pueblo City-County Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender orientation, genetic information, 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 district reserves the right to hire more than one person per advertised vacancy