



701 Goode St.

Bristol, VA 24201

Job Description
Classroom-Maintenance and Office Clerical/Administrative

Department: Patricia Freedman Literacy Academy

Mission: PFLA changes lives by helping people build job and life skills.

Vision: PFLA is able to address any learning need – basic or advanced.

Reports to: Literacy Academy Coordinator or assigned Instructor.

Importance of Position: The Literacy Academy addresses learning needs through our program by providing literacy instruction to the community or by referral to an appropriate institution.

Description: Assist Computer or GED instructors with activities including any of the following: filing, making copies, answering phone and taking accurate messages, classroom organization, sharpen pencils, replenish supplies, and other similar duties.

Qualifications:

- MUST possess PATIENCE and have TOLERANCE for all!
- High school, GED education, or college preferred.
- Ability to perform basic computer operations, particularly word processing.
- Strong interpersonal skills.
- Familiarity with Internet functions such as searching and email.
- A friendly, welcoming manner and good telephone presence.
- **Mandatory confidentiality** of all information regarding students.

Responsibilities:

- Attend orientation to the Bristol Public Library and the Patricia Freedman Literacy Academy and job-specific training.
- Receive requests for information, take informative messages, and answer or refer as appropriate.
- Assist students as requested or needed.
- Give supervisor sufficient notice if unable to meet with student or be present as scheduled.

Training Provided:

- **Orientation to BPL and training provided by PFLA.**
- Strategies for providing accurate, effective assistance to the public, in person and on the telephone.

Length of Commitment:

- Minimum six-month commitment as a volunteer.

Time Commitment:

- Individually as needed to provide tutorial services.