**JOB ANNOUNCEMENT**

**Audio Content Specialist**

**Tennessee Department of State**

**Tennessee State Library and Archives**

**Library for Accessible Books and Media (LABM)**

**Mission**

The mission of the Office of the Secretary of State is to exceed the expectations of our customers, the taxpayers, by operating at the highest levels of accuracy, cost-effectiveness, and accountability in a customer-centered environment.

**Supervisor:** Assistant Director of the Library for Accessible Books and Media (LABM)

**Duties/Responsibilities:**

* Execute a successful digital talking book (DTB) production program using National Library Service (NLS) guidelines and procedures, including pre-production, recording, and post-production; partner with LABM assistant director and director to develop policies and best practices for providing excellent service as that program evolves.
* Operate highly technical recording software and duplication equipment to produce archival masters and circulating library copies of books.
* Conduct diagnostic tests and perform routine to complex maintenance on a variety of highly technical audio equipment.
* Coordinate tasks with one or more studio volunteers in a manner that makes optimal use of everyone’s time and ensures proper procedural flow.
* Accurately perform read and write-protection procedures per NLS guidelines, using provided software; serve as a primary trainer on these procedures for other LABM staff.
* Assist with the duplication-on-demand program by taking a primary role in our patron centric cartridge (PCC) program.
* Keep staff informed on current topics and trends in LABM, particularly in relation to downloading books and using the NLS smartphone apps; provide training to staff and patrons as assigned.
* Assist with cataloging and inventorying new items, both those made via the duplication-on-demand program and materials entering the collections from other sources.
* Accurately and efficiently process new items, including the generation and application of labels, cover protection, and other such tasks.
* Assist with development and maintenance of collection management policies and procedures.
* Accurately and efficiently perform de-selection tasks in accordance with NLS guidelines, including identifying and packaging items for shipment.
* Shelve materials, pull materials from shelves, shift materials on shelves, clean materials and shelves, and otherwise perform stacks maintenance tasks.
* Assist with unloading, sorting, checking in, and otherwise processing incoming materials returned via U.S. Mail, generally in quantities of over 6,000 pieces weekly.
* Perform quality control tasks for audio books in multiple formats.
* Compile statistics and write reports as requested.
* Monitor inventory of supplies and place orders in a timely manner, per guidelines.
* Provide coverage for other positions in LABM when needed, including direct patron assistance by phone, via email, and face-to-face, preparing daily mail cards, scanning items out into circulation, and answering incoming phone calls and emails.
* Provide BARD support and training as needed.
* Assist with other Library & Archives efforts to record and preserve oral histories.
* Assist with operation of audio-visual equipment in the Library & Archives meeting rooms.
* Perform other duties as requested.

**Minimum Qualifications:**

Education and Experience

* Bachelor’s degree in English, Speech, Drama, or related field (such as Radio-TV-Film/Broadcasting), or equivalent experience.
* Two years progressive experience in audio production environment.
* One year experience teaching or managing volunteers or staff.
* Strong acuity with digital audio workstation (DAW) software (such as Pro Tools, Logic, Digital Performing, etc.).

Knowledge and Abilities

* Commitment to providing excellent customer service.
* Ability to assess audio content for accuracy and detect subtle aspects of sound.
* Possess strong computer skills in standard office software (including word processing and spreadsheet development), library data systems, and other library technologies.
* Advanced skills in microphone techniques.
* Ability to monitor and review recorded books.
* Ability to maintain detailed statistical records using Microsoft Word and Excel to meet NLS and in-house needs.
* Ability to keep knowledgeable about changing technologies and help staff adapt to electronic and technological changes that are part of the library world.
* Ability to learn to use all features of both the simple and advanced models of the National Library Service digital players, and to teach others how to use the machines.
* Ability to perform high volume, repetitive tasks accurately and with close attention to detail.
* Ability to plan and organize tasks in order to complete assigned duties in a timely manner, including the delegation of work to volunteers.
* Ability to be a positive influence within the building and section.
* Ability to adapt to change.
* Warm and professional manner in dealing with coworkers, volunteers, and the public in person, via telephone, and by email.
* Excellent verbal and written communication skills.
* Ability to organize and maintain paper and electronic records.
* Ability to maintain confidentiality of patron files.
* Possesses the interpersonal skills to work within the structure of state government and represent TSLA and its programs.

Physical Requirements

* Ability to handle materials weighing 25 pounds on a consistent daily basis, and move loaded rolling bins containing up to 500 items.
* Ability to bend and lift materials onto stacks both in high and low positions.
* Ability to read and assimilate multi-digit numbers, including performing detailed data entry accurately and efficiently.
* Ability to operate handheld scanners and USB drives effectively.
* Ability to use job-related software effectively.
* Ability to work in stacks environment with books that contain dust and other allergens.
* Ability to simultaneously use telephone and computer system for extended periods of time.
* Ability to stand or sit for long periods of time.

Health, safety and collections security

* Assist the organization in creating a safe and healthy working environment by working safely with the equipment provided.
* Follow instructions given for health and safety purposes and immediately report any unsafe working practices or hazardous working conditions.
* Take whatever measures are necessary to protect materials, property, and/or the collections from loss, mutilation or theft.

Salary: $38,000 annually plus State of Tennessee benefits package.

To apply, please email your letter of interest and resume to the Division of Human Resources & Organizational Development, [sos.hr@tn.gov](mailto:sos.hr@tn.gov). Review of applications begins immediately and will continue until the position is filled.