

Tre Hargett, Secretary of State

State of Tennessee



Division of Human Resources and Organizational Development

312 Rosa L. Parks Avenue, 7th Floor

Nashville, Tennessee 37243-1102

615-741-7411

sos.hr@tn.gov

Tennessee Relay Center TDD

1-800-848-0298/Voice 1-800-848-0299

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.
- Shelf 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.

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- 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. Review of applications begins immediately and will continue until the position is filled.