Workforce Role Description

This form is to be used by the workforce (employees, Church-service missionaries, and volunteers) of the Corporation of the President (COP) and Corporation of the Presiding Bishop (CPB). It describes general workforce requirements as well as purposes, responsibilities, and qualifications of the role identified below.

<table>
<thead>
<tr>
<th>Job title</th>
<th>Job code</th>
<th>Grade level</th>
<th>Approval date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Search Patron Assistant</td>
<td>10582</td>
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<td>05-09-2011</td>
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**General Workforce Requirements**

General requirements for the Church workforce:

- Temple worthiness
- Regular attendance and timely arrival at the assigned location

*Note:* The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

**Purposes**

Briefly describe why this job exists, who the customers are, and what the customers expect.

In the Family History Department: This Church-Service Missionary (CSM) opportunity exists to work in the public areas assisting patrons with research and computer related questions.

**Responsibilities**

Describe what the major responsibilities of the job are, including accountability, problem solving, relationships, interactions, results, and relevant metrics and measures. List responsibilities in order of importance, and indicate percentage of time spent on each.

The CSM will perform the following functions as assigned: will work with the public assisting patrons with research and computer related questions.

May be assigned to “staff the lobby” which includes the Guide Desk, Temple desk, Orientation Room and the Exit Desk. Also will staff the Main Floor of the library all hours that the library is open to the public (8:00 A.M. to 9 P.M.).

May be assigned to staff the Family Search Center during hours of operation. Assist guests and patron, operate cash registers and answer incoming phone calls.

Assist and teach patrons how to begin and organize their family history.

Provide basic reference help and focus on helping members clear names for temple work.

**Qualifications**

List the minimum requirements for the position. Identify knowledge and skills required, including formal education, specialized training, and prior experience. Include any degrees, certifications, and licenses that are required.

CSM will need to enjoy working and assist others and possess excellent public relations skills.

Be detail oriented, self-motivated and can follow instructions. Needs to have experience and skills in using database information and programs.

Basic knowledge and skills in using personal computers and Windows program.

Family History program and research experience is a plus.